

LearnAlaska Email Triggers

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Global Updates

1. All edits done at the CORE
2. Update all references for Site Admin to Help Desk
3. If SENDER is set to Site Admin; update to Help Desk email address where appropriate
4. Review SENDER for other messages that don't come from the Help Desk
5. Push (Required) all edits to lower-level domains

Access Approval

Email Trigger ID-1: Access Approval: User Requests Access to classroom course section (linear path)

User Requests Access to classroom course section (email to approver, linear path)

Base

| | |
|-------------|---|
| Email Title | BASE - Access Approval Request (To: approver) |
| Subject | Request for Access: {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | Dear {%AccessRequestPendingApproverFirstName%} {%AccessRequestPendingApproverLastName%}, The user, {%AccessRequestUserFirstName%} |

| | |
|-----------------|---|
| | <p>{%AccessRequestUserLastName%}, has requested access to {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%}.</p> <p>The user provided the following reason:</p> <p>{%AccessRequestReason%}</p> <p>Please take action on this request using the Approval Console at {%DomainUrl%}.</p> <p>- Site Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipient | AccessPendingApproverEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | Access Approval Request (To: approver) |
| Subject | LearnAlaska Approval Request for {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%},</p> <p>{%AccessRequestUserFirstName%} {%AccessRequestUserLastName%} has requested approval to attend the following course:</p> <p>Course: {%CourseTitle%}</p> <p>Section Title: {%ClassroomCourseSectionTitle%}</p> <p>Section Format: {%ClassroomCourseSectionFormat%}</p> <p>Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>{%AccessRequestUserFirstName%} provided the following reason:</p> <p>{%AccessRequestReason%}</p> <p>TO TAKE ACTION ON THIS REQUEST:</p> <p>Please login to LearnAlaska at https://learn.alaska.gov/portal to approve pending training requests. Your action is required in the Approval Console located under the Administration drop-down menu. You can find the Approval Console by following these steps:</p> <ol style="list-style-type: none"> 1. Go to https://learn.alaska.gov/portal 2. Click the link LearnAlaska Login located throughout the Portal page 3. Enter your SOA User ID and Password and click Log In 4. Access the Approval Console option located under the Administration menu 5. Complete an open search (a search with no criteria entered in the Last and First Name search fields) <ol style="list-style-type: none"> a. My Action - Pending b. Final Action - Pending c. Requests - Mine Only 6. Click Search |

| | |
|-----------------|--|
| | <p>7. Click the Expand icon located in front of the user's name for whom you are approving training for</p> <p>8. Next the course/content title there is an Action column and an option to Take Action, click Go</p> <p>9. Review the details of the request, click Approve or Deny, enter a Reason for Action, and click Take Action to approve/deny the request</p> <p>A helpful reference sheet is also attached to this email illustrating these steps.</p> <p>There is a course fee associated with many of the classes listed in LearnAlaska. Your agency will be responsible for these tuition expenses and will be billed after the course has been held. It is the policy of some agencies to bill agencies for student enrollment if cancellations are processed too close to the course date or the student does not show up for the course.</p> <p>Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Attachments | Taking Action on Training Requests (Approval-Console.pdf) |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-04-10:** Updated email body for message to remove message that LAK is only accessible from within the WAN. (AWT)

Email Trigger ID-2: Access Approval: User Requests Access to classroom course section (non-linear path)

User Requests Access to classroom course section (email to approver, non-linear path)

Base

| | |
|-----------------|--|
| Email Title | BASE - Access Approval Request (To: approver) |
| Subject | Request for Access: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%} {%AccessRequestPendingApproverLastName%},</p> <p>The user, {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%}, has requested access to {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%}. The user provided the following reason:</p> <p>{%AccessRequestReason%}</p> <p>Please take action on this request using the Approval Console at {%DomainUrl%}.</p> <p>- Site Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipient | AccessAllApproversEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | Access Approval Request (To: approver) |
| Subject | LearnAlaska Approval Request for {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%},</p> <p>{%AccessRequestUserFirstName%} {%AccessRequestUserLastName%} has requested approval to attend the following course:</p> <p>Course: {%CourseTitle%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>{%AccessRequestUserFirstName%} provided the following reason:</p> <p>{%AccessRequestReason%}</p> <p>TO TAKE ACTION ON THIS REQUEST:</p> <p>Please login to LearnAlaska at https://learn.alaska.gov/portal to approve pending training requests. Your action is required in the Approval Console located under the Administration drop-down menu. You can find the Approval Console by following these steps:</p> <ol style="list-style-type: none">1. Go to https://learn.alaska.gov/portal2. Click the link LearnAlaska Login located throughout the Portal page3. Enter your SOA User ID and Password and click Log In4. Access the Approval Console option located under the Administration menu5. Complete an open search (a search with no criteria entered in the Last and First Name search fields)<ol style="list-style-type: none">a. My Action - Pendingb. Final Action - Pendingc. Requests - Mine Only6. Click Search7. Click the Expand icon located in front of the user's name for whom you are approving training for8. Next the course/content title there is an Action column and an option to Take Action, click Go9. Review the details of the request, click Approve or Deny, enter a Reason for Action, and click Take Action to approve/deny the request <p>A helpful reference sheet is also attached to this email illustrating these steps.</p> <p>There is a course fee associated with many of the classes listed in LearnAlaska. Your agency will be responsible for these tuition expenses and will be billed after the course has been held. It is the policy of some agencies to bill agencies for student enrollment if</p> |

| | |
|-----------------|---|
| | cancellations are processed too close to the course date or the student does not show up for the course. |
| | Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions. |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Attachments | Taking Action on Training Requests (Approval-Console.pdf) |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-04-10:** Updated email body for message to remove message that LAK is only accessible from within the WAN. (AWT)

Email Trigger ID-3: Access Approval: User Requests Access to classroom course section (to user)

User requests access to a classroom course section that requires access approval

Base

| | |
|-----------------|--|
| Email Title | BASE - Access Approval Request (To: requesting user) |
| Subject | Access Approval Request: {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%},</p> <p>You have requested access to {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%}, providing the following reason:</p> <p>{%AccessRequestReason%}</p> <p>Your request was submitted and is proceeding through the approval process. You will receive email notification when your request has been approved or denied.</p> <p>- Training Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipient | AccessRequestUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | Access Approval Request (To: requesting user) |
| Subject | LearnAlaska Request Received - Awaiting Approval: {%CourseTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%},</p> <p>Your request was submitted to {%AccessRequestPendingApproverFirstName%} {%AccessRequestPendingApproverLastName%} and is awaiting approval.</p> <p>You have requested access for the following reasons:</p> <p>{%AccessRequestReason%}</p> <p>You will receive email notification when your request has been approved or denied.</p> <p>For your reference the details of the course for which you are</p> |

| | |
|-----------------|---|
| | <p>requesting approval is as follows:</p> <p>Course: {%CourseTitle%}</p> <p>Section Title: {%ClassroomCourseSectionTitle%}</p> <p>Section Format: {%ClassroomCourseSectionFormat%}</p> <p>Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>Please note that there is a course fee associated with many of the classes listed in LearnAlaska. Your agency will be responsible for these tuition expenses and will be billed after the course has been held. It is the policy of some agencies to bill agencies for student enrollment if cancellations are processed too close to the course date or the student does not show up for the course.</p> <p>Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-4: Access Approval: User Requests Access to content item (linear path)

User Requests Access to content item (email to approver, linear path)

Base

| | |
|-----------------|--|
| Email Title | BASE - Access Approval Request (To: approver) |
| Subject | Request for Access: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%} {%AccessRequestPendingApproverLastName%},</p> <p>The user, {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%}, has requested access to {%ContentTitle%}. The user provided the following reason:</p> <p>{%AccessRequestReason%}</p> <p>Please take action on this request using the Approval Console at {%DomainUrl%}.</p> <p>- Site Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipient | AccessPendingApproverEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | Access Approval Request (To: approver) |
| Subject | LearnAlaska Approval Request for {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%},</p> <p>{%AccessRequestUserFirstName%} {%AccessRequestUserLastName%}, has requested approval to access {%ContentTitle%}.</p> <p>{%AccessRequestUserFirstName%} provided the following reason:</p> <p>{%AccessRequestReason%}</p> |

TO TAKE ACTION ON THIS REQUEST:

Please login to LearnAlaska at <https://learn.alaska.gov/portal> to approve pending training requests. Your action is required in the Approval Console located under the Administration drop-down menu. You can find the Approval Console by following these steps:

1. Go to <https://learn.alaska.gov/portal>
2. Click the link LearnAlaska Login located throughout the Portal page
3. Enter your SOA User ID and Password and click Log In
4. Access the Approval Console option located under the Administration menu
5. Complete an open search (a search with no criteria entered in the Last and First Name search fields)
 - a. My Action - Pending
 - b. Final Action - Pending
 - c. Requests - Mine Only
6. Click Search
7. Click the Expand icon located in front of the user's name for whom you are approving training for
8. Next the course/content title there is an Action column and an option to Take Action, click Go
9. Review the details of the request, click Approve or Deny, enter a Reason for Action, and click Take Action to approve/deny the request

A helpful reference sheet is also attached to this email illustrating these steps.

Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.

| | |
|-----------------|--|
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Attachments | Taking Action on Training Requests (Approval-Console.pdf) |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-04-10:** Updated email body for message to remove message that LAK is only accessible from within the WAN. (AWT)

Email Trigger ID-5: Access Approval: User Requests Access to content item (non-linear path)

User Requests Access to content item (email to approver, non-linear path)

Base

| | |
|-------------|---|
| Email Title | BASE - Access Approval Request (To: approver) |
| Subject | Request for Access: {%ContentTitle%} |
| Importance | Medium |
| Message | Dear {%AccessRequestPendingApproverFirstName%} {%AccessRequestPendingApproverLastName%}, |

| | |
|-----------------|--|
| | <p>The user, {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%}, has requested access to {%ContentTitle%}. The user provided the following reason:</p> <p>{%AccessRequestReason%}</p> <p>Please take action on this request using the Approval Console at {%DomainUrl%}.</p> <p>- Site Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipient | AccessAllApproversEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | Access Approval Request (To: approver) |
| Subject | LearnAlaska Approval Request for {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%},</p> <p>{%AccessRequestUserFirstName%} {%AccessRequestUserLastName%}, has requested approval to access {%ContentTitle%}.</p> <p>{%AccessRequestUserFirstName%} provided the following reason:</p> <p>{%AccessRequestReason%}</p> <p>TO TAKE ACTION ON THIS REQUEST:</p> <p>Please login to LearnAlaska at https://learn.alaska.gov/portal to approve pending training requests. Your action is required in the Approval Console located under the Administration drop-down menu. You can find the Approval Console by following these steps:</p> <ol style="list-style-type: none"> 1. Go to https://learn.alaska.gov/portal 2. Click the link LearnAlaska Login located throughout the Portal page 3. Enter your SOA User ID and Password and click Log In 4. Access the Approval Console option located under the Administration menu 5. Complete an open search (a search with no criteria entered in the Last and First Name search fields) <ol style="list-style-type: none"> a. My Action - Pending b. Final Action - Pending c. Requests - Mine Only 6. Click Search 7. Click the Expand icon located in front of the user's name for whom you are approving training for 8. Next the course/content title there is an Action column and an option to Take Action, click Go |

| | |
|-----------------|---|
| | <p>9. Review the details of the request, click Approve or Deny, enter a Reason for Action, and click Take Action to approve/deny the request</p> <p>A helpful reference sheet is also attached to this email illustrating these steps.</p> <p>Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Attachments | Taking Action on Training Requests (Approval-Console.pdf) |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-04-10:** Updated email body for message to remove message that LAK is only accessible from within the WAN. (AWT)

Email Trigger ID-6: Access Approval: Access approval requirement removed from classroom course section.

Authorized user removes access approval requirement from content item (requires access = no).

Base

| | |
|-----------------|--|
| Email Title | BASE - Access approval removed (To: requesting user) |
| Subject | Access approval removed from: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%},</p> <p>You had requested access to {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%}. This course no longer requires access approval. Your request has been cancelled, and depending on your permissions, you may now enroll in this section of the course.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipient | AccessRequestUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Access approval removed (To: requesting user) |
| Subject | LearnAlaska access approval removed from: {%CourseTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%},</p> <p>You previously requested approval to attend {%CourseTitle%}. This course no longer requires access approval. Your request has been cancelled, and depending on your permissions, you may now enroll in this section of the course.</p> <p>Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-8: Access Approval: Access request approved (final approval, all content except classroom course section)

Approving user in the last stage of the path approves the user's request for all content except classroom course section. User gains access to content.

Base

| | |
|-----------------|--|
| Email Title | BASE - Access request approved (to: requesting user) |
| Subject | Access approval granted for: {%ContentTitle%} ({%ContentType%}) |
| Importance | High |
| Message | <p>Dear {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%},</p> <p>Your request to access {%ContentTitle%} ({%ContentType%}) has been approved. You can find this content at {%DomainUrl%}. If there's a cost for the content, you must pay for the content prior to accessing it.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipient | AccessRequestUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Access request approved (to: requesting user) |
| Subject | LearnAlaska: Approval granted for: {%ContentTitle%} ({%ContentType%}) |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%},</p> <p>Your request to access {%ContentTitle%} ({%ContentType%}) has been approved.</p> <p>Now that your request has been approved you must enroll in order to start the content. You may enroll by logging into LearnAlaska at https://learn.alaska.gov/portal and searching for the course using the title referenced above in your Access Requests located under the My Workspace menu option. Once you have located the course, access the course details screen to enroll. A step-by-step reference for these steps is provided in your LearnAlaska Quick Reference Guide for Users located on the Portal page found at https://learn.alaska.gov/portal.</p> <p>Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-9: Access Approval: Access request approved (final approval, classroom course section)

Approving user in the last stage of the path approves the user's request for a classroom course section

Base

| | |
|-------------|---|
| Email Title | BASE - Access request approved (to: requesting user) |
| Subject | Access approval granted for: {%ContentTitle%} ({%ContentType%}) |
| Importance | Medium |

| | |
|-----------------|--|
| Message | <p>Dear {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%},</p> <p>Your request to access {%ContentTitle%} ({%ContentType%}) has been approved. You can find this content at {%DomainUrl%}. If there's a cost for the content, you must pay for the content prior to accessing it.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipient | AccessRequestUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Access request approved (to: requesting user) |
| Subject | LearnAlaska approval to enroll granted for: {%CourseTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%},</p> <p>Your request to enroll in {%CourseTitle%} has been approved.</p> <p>NOTE: THE RECEIPT OF THIS EMAIL DOES NOT GUARANTEE A SEAT IN THE CLASS.</p> <p>If you were automatically enrolled or waitlisted in the section, you will receive a separate enrollment or waitlist email.</p> <p>If you do not receive a separate email, it is due to the fact that you cannot be enrolled or waitlisted because the section is currently full and does not have a waitlist. You may request enrollment in another section or contact the Help Desk for assistance.</p> <p>Section Status: {%ClassroomCourseSectionStatus%} Waitlist Type: {%ClassroomCourseSectionWaitlistType%}</p> <p>Please consult your manager or the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-10: Access Approval: Access request for classroom course section approved (not last stage)

Approving user at any stage but last stage in path approves the user's request to a classroom course section

Base

| | |
|-------------|--|
| Email Title | BASE - Access Request Approved (To: pending approver) |
| Subject | Access Request Approved: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%} {%AccessRequestPendingApproverLastName%},</p> <p>The user, {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%}, has requested access to {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%}. The user provided the following reason:</p> |

| | |
|-----------------|--|
| | <p>{%AccessRequestReason%}</p> <p>The request was already approved by the following people (with reasons in parentheses, if provided):</p> <p>{%AccessRequestPreviousStageApprovals%}</p> <p>Please take action on this request using the Approval Console at {%DomainUrl%}.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipient | AccessPendingApproverEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---|
| Email Title | Access Request Approved (To: pending approver) |
| Subject | LearnAlaska Approval Request for {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%},</p> <p>{%AccessRequestUserFirstName%} {%AccessRequestUserLastName%}, has requested approval to attend the following course:</p> <p>Course: {%CourseTitle%}</p> <p>Section Title: {%ClassroomCourseSectionTitle%}</p> <p>Section Format: {%ClassroomCourseSectionFormat%}</p> <p>Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>{%AccessRequestUserFirstName%} provided the following reason:</p> <p>{%AccessRequestReason%}</p> <p>The request was already approved by the following people (with reasons in parentheses, if provided):</p> <p>{%AccessRequestPreviousStageApprovals%}</p> <p>TO TAKE ACTION ON THIS REQUEST:</p> <p>Please login to LearnAlaska at https://learn.alaska.gov/portal to approve pending training requests. Your action is required in the Approval Console located under the Administration drop-down menu. You can find the Approval Console by following these steps:</p> <ol style="list-style-type: none"> 1. Go to https://learn.alaska.gov/portal 2. Click the link LearnAlaska Login located throughout the Portal page 3. Enter your SOA User ID and Password and click Log In 4. Access the Approval Console option located under the Administration menu 5. Complete an open search (a search with no criteria entered in the Last and First Name search fields) |

- a. My Action - Pending
- b. Final Action - Pending
- c. Requests - Mine Only

6. Click Search

7. Click the Expand icon located in front of the user's name for whom you are approving training for

8. Next the course/content title there is an Action column and an option to Take Action, click Go

9. Review the details of the request, click Approve or Deny, enter a Reason for Action, and click Take Action to approve/deny the request

A helpful reference sheet is also attached to this email illustrating these steps.

There is a course fee associated with many of the classes listed in LearnAlaska. Your agency will be responsible for these tuition expenses and will be billed after the course has been held. It is the policy of some agencies to bill agencies for student enrollment if cancellations are processed too close to the course date or the student does not show up for the course.

Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.

(CC: This email is being sent as a courtesy copy to the requesting student and manager as an update on the status of this training request. The student will receive a follow-up email once all stages of the approval have been processed.)

| | |
|-----------------|--|
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Attachments | Taking Action on Training Requests (Approval-Console.pdf) |
| Recipients | To: AccessPendingApproverEmail |
| Content Sharing | Push (Required) to all domains |

| | |
|-------------|--|
| Email Title | Access Request Approved (To: Student, Copy: Manager) |
| Subject | LearnAlaska Approval Request for {%CourseTitle%} In Process |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%},</p> <p>Your request for approval for {%CourseTitle%} has been approved by the following people (with reasons in parentheses, if provided):</p> <p>{%AccessRequestPreviousStageApprovals%}</p> <p>This training course requires multiple approvals. Approval is still pending from other users in the approval path. Once this request has been fully processed, you will receive a notification of the action.</p> <p>Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> <p>(CC: This email is being sent as a courtesy copy to the requesting student, {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%}, and manager as an update on the status of this training request. The student will receive a follow-up email once all stages of the approval have been processed.)</p> |

| | |
|-----------------|---|
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Receipients | To: AccessRequestUserEmail CC: AccessRequestUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-04-10:** Updated email body for message to remove message that LAK is only accessible from within the WAN. (AWT)

Email Trigger ID-11: Access Approval: Access request for content item approved (not last stage)

Approving user at any stage but last stage in path approves the user's request to access a non-course content item

Base

| | |
|-----------------|---|
| Email Title | BASE - Access Request Approved (To: pending approver) |
| Subject | Access Request Approved: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%} {%AccessRequestPendingApproverLastName%},</p> <p>The user, {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%}, has requested access to {%ContentTitle%}. The user provided the following reason:</p> <p>{%AccessRequestReason%}</p> <p>The request was already approved by the following people (with reasons in parentheses, if provided):</p> <p>{%AccessRequestPreviousStageApprovals%}</p> <p>Please take action on this request using the Approval Console at {%DomainUrl%}.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipient | AccessPendingApproverEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | Access Request Approved (To: pending approver) |
| Subject | LearnAlaska Approval Request for {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%},</p> <p>{%AccessRequestUserFirstName%} {%AccessRequestUserLastName%}, has requested approval to access {%ContentTitle%}.</p> <p>{%AccessRequestUserFirstName%} provided the following reason:</p> <p>{%AccessRequestReason%}</p> <p>The request was already approved by the following people (with reasons in parentheses, if provided):</p> |

{%AccessRequestPreviousStageApprovals%}

TO TAKE ACTION ON THIS REQUEST:

Please login to LearnAlaska at <https://learn.alaska.gov/portal> to approve pending training requests. Your action is required in the Approval Console located under the Administration drop-down menu. You can find the Approval Console by following these steps:

1. Go to <https://learn.alaska.gov/portal>
2. Click the link LearnAlaska Login located throughout the Portal page
3. Enter your SOA User ID and Password and click Log In
4. Access the Approval Console option located under the Administration menu
5. Complete an open search (a search with no criteria entered in the Last and First Name search fields)
 - a. My Action - Pending
 - b. Final Action - Pending
 - c. Requests - Mine Only
6. Click Search
7. Click the Expand icon located in front of the user's name for whom you are approving training for
8. Next the course/content title there is an Action column and an option to Take Action, click Go
9. Review the details of the request, click Approve or Deny, enter a Reason for Action, and click Take Action to approve/deny the request

A helpful reference sheet is also attached to this email illustrating these steps.

There is a course fee associated with many of the classes listed in LearnAlaska. Your agency will be responsible for these tuition expenses and will be billed after the course has been held. It is the policy of some agencies to bill agencies for student enrollment if cancellations are processed too close to the course date or the student does not show up for the course.

Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.

(CC: This email is being sent as a courtesy copy to the requesting student and manager as an update on the status of this training request. The student will receive a follow-up email once all stages of the approval have been processed.)

Sender LearnAlaska.HelpDesk@alaska.gov

Receipients To: AccessPendingApproverEmail

Attachments Taking Action on Training Requests (Approval-Console.pdf)

Content Sharing Push (Required) to all domains

Email Title Access Request Approved (To: Student, Copy: Manager)

| | |
|-----------------|---|
| Subject | LearnAlaska Approval Request for {%ContentTitle%} in process |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%},</p> <p>Your request for approval for {%ContentTitle%} has been approved by the following people (with reasons in parentheses, if provided):</p> <p>{%AccessRequestPreviousStageApprovals%}</p> <p>This training course requires multiple approvals. Approval is still pending from other users in the approval path. Once this request has been fully processed, you will receive a notification of the action.</p> <p>Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> <p>(CC: This email is being sent as a courtesy copy to the requesting student, {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%}, and manager as an update on the status of this training request. The student will receive a follow-up email once all stages of the approval have been processed.)</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Receipts | To: AccessRequestUserEmail CC: AccessRequestUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-04-10:** Updated email body for message to remove message that LAK is only accessible from within the WAN. (AWT)

Email Trigger ID-12: Access Approval: Approving User denies request to classroom course section

Approving user at any stage denies the user's request for access to a classroom course section

Base

| | |
|-----------------|--|
| Email Title | BASE - Access Request Denied (To: requesting user) |
| Subject | Access Request Denied: {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%},</p> <p>Your request for access to {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%} was denied. The following reason was provided:</p> <p>{%AccessRequestDenyReason%}</p> <p>You may submit another request at {%DomainUrl%}, or contact your Site Administrator for assistance.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipient | AccessRequestUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Access Request Denied (To: requesting user) |
| Subject | LearnAlaska Request Denied: {%CourseTitle%} - {%ClassroomCourseSectionTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%},</p> <p>Your request to attend {%CourseTitle%} - {%ClassroomCourseSectionTitle%} was denied by {%AccessRequestPendingApproverFirstName%} {%AccessRequestPendingApproverLastName%}. Please discuss the details of the decision with this approver.</p> <p>The following reason was provided:</p> <p>{%AccessRequestDenyReason%}</p> <p>You may submit another request at https://learn.alaska.gov/portal</p> |
| Sender | LoggedInUserEmail |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-13: Access Approval: Approving User denies request to content item

Approving user at any stage denies the user's request for access to a non-course content

Base

| | |
|-----------------|---|
| Email Title | BASE - Access Request Denied (To: requesting user) |
| Subject | Access Request Denied: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%},</p> <p>Your request for access to {%ContentTitle%} was denied. The following reason was provided:</p> <p>{%AccessRequestDenyReason%}</p> <p>You may submit another request at {%DomainUrl%}, or contact your Site Administrator for assistance.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipient | AccessRequestUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | Access Request Denied (To: requesting user) |
| Subject | LearnAlaska Approval Request Denied: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%},</p> <p>Your request for approval to access {%ContentTitle%} was denied by {%AccessRequestPendingApproverFirstName%} {%AccessRequestPendingApproverLastName%}. Please discuss the details of the decision with this approver.</p> <p>The following reason was provided:</p> |

| | |
|-----------------|---|
| | {%AccessRequestDenyReason%} |
| | You may submit another request at https://learn.alaska.gov/portal |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-15: Access Approval: Specific approver is changed within an in-use path with outstanding requests affected by the change

For an in-use access approval path, the specific approver is changed. CONDITIONS: There are existing/open access requests that use that path, and the affected specific approver stage has a status of Pending

Base

| | |
|-----------------|---|
| Email Title | BASE - Access Approval: Specific approver is changed within an in-use path with outstanding requests affected by the change. |
| Subject | Added as specific approver to existing approval path |
| Importance | Medium |
| Message | <p>Dear {%AccessNewSpecificApproverFirstName%} {%AccessNewSpecificApproverLastName%},</p> <p>You were made the specific approver for a content approval path that was already associated with one or more content items and for which approval requests already exist.</p> <p>Please check the Access Approval console at {%DomainUrl%}, and take action on any pending requests that appear there.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipient | AccessNewSpecificApproverEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Access Approval: Specific approver is changed within an in-use path with outstanding requests affected by the change. |
| Subject | You have been added as specific approver to existing LearnAlaska approval path |
| Importance | Medium |
| Message | <p>Dear {%AccessNewSpecificApproverFirstName%},</p> <p>You were made the specific approver for a content approval path that was already associated with one or more content items and for which approval requests already exist.</p> <p>Please check the LearnAlaska Administration > Approval Console at https://learn.alaska.gov/portal, and take action on any pending requests that appear there. Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-16: Access Approval: User cancels request to access a classroom course section

User cancels their request to access to a classroom course section that requires access approval

Base

| | |
|-----------------|---|
| Email Title | BASE - Cancelled Access Approval Request (To: canceling user) |
| Subject | Cancelled Access Approval Request: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%AccessCancelRequestUserFirstName%} {%AccessCancelRequestUserLastName%},</p> <p>This email confirms the cancellation of your request to access {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%}, providing the following reason:</p> <p>{%AccessCancelRequestReason%}</p> <p>If you believe you are receiving this email in error, please contact your Site Administrator or request access again at: {%DomainUrl%}.</p> <p>- Site Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipient | AccessRequestCancelledUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Cancelled Access Approval Request (To: canceling user) |
| Subject | LearnAlaska Request for Approval Cancelled: {%CourseTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessCancelRequestUserFirstName%},</p> <p>This email confirms the cancellation of your request for approval to attend {%CourseTitle%}, providing the following reason:</p> <p>{%AccessCancelRequestReason%}</p> <p>Please note that is it the policy of some agencies to bill for student enrollment if cancellations are processed too close to the course date.</p> <p>If you believe you are receiving this email in error, please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov or request access again at: https://learn.alaska.gov/portal</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-17: Access Approval: User cancels request to access a content item

User cancels their request to access to a course, section, or content item that requires access approval

Base

| | |
|-------------|---|
| Email Title | BASE - Cancel Access Approval Request (To: canceling user) |
| Subject | Cancelled Access Approval Request: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessCancelRequestUserFirstName%} {%AccessCancelRequestUserLastName%},</p> <p>This email confirms the cancellation of your request to access {%ContentTitle%}, providing the following reason:</p> |

| | |
|-----------------|--|
| | {%AccessCancelRequestReason%} |
| | If you believe you are receiving this email in error, please contact your Site Administrator or request access again at {%DomainUrl%}. |
| | - Site Administrator |
| Sender | DomainAdministratorEmail |
| Recipient | AccessRequestCancelledUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Cancel Access Approval Request (To: canceling user) |
| Subject | LearnAlaska Request for Approval to Access {%ContentTitle%} Cancelled |
| Importance | Medium |
| Message | <p>Dear {%AccessCancelRequestUserFirstName%},</p> <p>This email confirms the cancellation of your request to access {%ContentTitle%}, providing the following reason:</p> <p>{%AccessCancelRequestReason%}</p> <p>If you believe you are receiving this email in error, please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov or request access again at: https://learn.alaska.gov/portal</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-18: Access Approval: User Requests Access to content item (email to user)

User requests access to a non-course content item that requires access approval

Base

| | |
|-----------------|---|
| Email Title | BASE - Access Approval Request (To: requesting user) |
| Subject | Access Approval Request: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%},</p> <p>You have requested access to {%ContentTitle%} ({%ContentType%}), providing the following reason:</p> <p>{%AccessRequestReason%}</p> <p>Your request was submitted and is proceeding through the approval process. You will receive email notification when your request has been approved or denied.</p> <p>- Training Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipient | AccessRequestUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | Access Approval Request (To: requesting user) |
| Subject | LearnAlaska Request Received - Awaiting Approval: {%ContentTitle%} |

| | |
|-----------------|--|
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%},</p> <p>Your request was submitted to {%AccessRequestPendingApproverFirstName%} {%AccessRequestPendingApproverLastName%} and is awaiting approval.</p> <p>You have requested access for the following reasons:</p> <p>{%AccessRequestReason%}</p> <p>You will receive an email notification when your request has been approved or denied. Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-19: Access Approval: User rescinds a previously approved request (not last stage) for a classroom course section

Authorized user rescinds a previously approved access request (not in last stage)

Base

| | |
|-----------------|---|
| Email Title | BASE - Previously approved access request rescinded (to: pending approvers) |
| Subject | Access Approval Rescinded - {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%} {%AccessRequestPendingApproverLastName%},</p> <p>The previous approval for {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%} for the course {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} was rescinded.</p> <p>Due to this action, no further action is required from you at this time. If you have any questions regarding this action please contact your Site Administrator for assistance.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipient | AccessPendingApproverEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | Previously approved access request rescinded (to: pending approvers) |
| Subject | LearnAlaska Access Approval Rescinded: {%CourseTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%},</p> <p>The previous approval for {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%} for the course {%CourseTitle%} has been rescinded.</p> <p>Due to this action, no further action is required from you at this time. Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |

| | |
|-----------------|---------------------------------|
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-20: Access Approval: User rescinds a previously approved request (not last stage) for a content item

Authorized user rescinds a previously approved access request (not in last stage)

Base

| | |
|-----------------|--|
| Email Title | BASE - Previously approved access request rescinded (to: pending approvers) |
| Subject | Access Approval Rescinded - {%ContentTitle%} ({%ContentType%}) |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%} {%AccessRequestPendingApproverLastName%},</p> <p>The previous approval for {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%} for {%ContentTitle%} ({%ContentType%}) was rescinded.</p> <p>Due to this action, no further action is required from you at this time. If you have any questions regarding this action please contact your Site Administrator for assistance.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipient | AccessPendingApproverEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Previously approved access request rescinded (to: pending approvers) |
| Subject | LearnAlaska Access Approval Rescinded - {%ContentTitle%} ({%ContentType%}) |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestPendingApproverFirstName%},</p> <p>The previous approval for {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%} for {%ContentTitle%} ({%ContentType%}) has been rescinded.</p> <p>Due to this action, no further action is required from you at this time. Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-21: Access Approval: User rescinds a previously approved request for a classroom course section (last stage)

In the last stage of a previously approved approval request, authorized user rescinds the approval

Base

| | |
|-------------|---|
| Email Title | BASE - Previously approved access request rescinded (to: requesting user) |
| Subject | Access Approval Rescinded - {%CourseTitle%} - Section # |

| | |
|-----------------|--|
| | {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%},</p> <p>Your request for enrollment for the classroom course titled {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} was rescinded. The following reason was provided:</p> <p>{%AccessRequestRescindReason%}</p> <p>Your enrollment in this section has been cancelled. The request remains active and will continue through the approval process.</p> <p>You may contact your Site Administrator for assistance.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | To: AccessRequestUserEmail CC: AccessRequestUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Previously approved access request rescinded (to: requesting user) |
| Subject | LearnAlaska Access Approval Rescinded - {%CourseTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%},</p> <p>Your request for enrollment for the classroom course titled {%CourseTitle%} was rescinded. The following reason was provided:</p> <p>{%AccessRequestRescindReason%}</p> <p>Your enrollment in this section has been cancelled. The request remains active and will continue through the approval process. Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-22: Access Approval: User rescinds a previously approved request for a content item (last stage)

In the last stage of a previously approved approval request, authorized user rescinds the approval

Base

| | |
|-------------|---|
| Email Title | BASE - Previously approved access request rescinded (to: requesting user) |
| Subject | Access Approval Rescinded - {%ContentTitle%} ({%ContentType%}) |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%},</p> <p>Your request for access to {%ContentTitle%} ({%ContentType%}) was rescinded. The following reason was provided:</p> <p>{%AccessRequestRescindReason%}</p> <p>You will no longer be able to access this content. The request remains active and will continue through the approval process.</p> |

| | |
|-----------------|--|
| | You may contact your Site Administrator for assistance. |
| | - {%LoggedInUserFirstName%} {%LoggedInUserLastName%} |
| Sender | LoggedInUserEmail |
| Recipients | To: AccessRequestUserEmail CC: AccessRequestUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Previously approved access request rescinded (to: requesting user) |
| Subject | LearnAlaska Access Approval Rescinded - {%ContentTitle%} ({%ContentType%}) |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%},</p> <p>Your request for access to {%ContentTitle%} ({%ContentType%}) has been rescinded. The following reason was provided:</p> <p>{%AccessRequestRescindReason%}</p> <p>You will no longer be able to access this content. The request remains active and will continue through the approval process. Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-23: Access Approval: User rescinds a previously denied request for a classroom course section

In any stage of an approval request, authorized user rescinds previously denied access request

Base

| | |
|-----------------|--|
| Email Title | BASE - Previously denied access request rescinded (to: requesting user) |
| Subject | Access Approval Rescinded - {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%},</p> <p>The previous action denying your request for enrollment for the classroom course titled {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} was rescinded. The following reason was provided:</p> <p>{%AccessRequestRescindReason%}</p> <p>The request remains active and will continue through the approval process. If you have any questions regarding this action please contact your Site Administrator for assistance.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | To: AccessRequestUserEmail CC: AccessRequestUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Previously denied access request rescinded (to: requesting user) |
| Subject | LearnAlaska Access Approval Rescinded - {%CourseTitle%} |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%},</p> <p>The previous action denying your request for enrollment for the classroom course titled {%CourseTitle%} was rescinded. The following reason was provided:</p> <p>{%AccessRequestRescindReason%}</p> <p>The request remains active and will continue through the approval process. Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-24: Access Approval: User rescinds a previously denied request for a content item

In any stage of an approval request, authorized user rescinds a previously denied access request

Base

| | |
|-----------------|---|
| Email Title | BASE - Previously denied access request rescinded (to: requesting user) |
| Subject | Access Approval Rescinded - {%ContentTitle%} ({%ContentType%}) |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%},</p> <p>The previous action denying your request for access to {%ContentTitle%} ({%ContentType%}) was rescinded. The following reason was provided:</p> <p>{%AccessRequestRescindReason%}</p> <p>The request remains active and will continue through the approval process. If you have any questions regarding this action please contact your Site Administrator for assistance.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | To: AccessRequestUserEmail CC: AccessRequestUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---|
| Email Title | Previously denied access request rescinded (to: requesting user) |
| Subject | LearnAlaska Access Approval Rescinded - {%ContentTitle%} ({%ContentType%}) |
| Importance | Medium |
| Message | <p>Dear {%AccessRequestUserFirstName%},</p> <p>The previous action denying your request for access to {%ContentTitle%} ({%ContentType%}) has been rescinded. The following reason was provided:</p> <p>{%AccessRequestRescindReason%}</p> |

| | |
|-----------------|---|
| | The request remains active and will continue through the approval process. Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions. |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-25: Access Approval: User's classroom course section request expires

The scheduled process that checks for expired classroom course section requests finds an expired request

Base

| | |
|-----------------|---|
| Email Title | BASE - Classroom course section request expired (to: user) |
| Subject | Request for {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} has expired. |
| Importance | Medium |
| Message | Dear {%AccessRequestUserFirstName%} {%AccessRequestUserLastName%}, Your request to access {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} has expired because the enrollment end date passed before the request was approved. - Site Administrator |
| Sender | ContentDomainAdministratorEmail |
| Recipients | AccessRequestUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Classroom course section request expired (to: user) |
| Subject | LearnAlaska Request for Enrollment in {%CourseTitle%} has expired. |
| Importance | Medium |
| Message | Dear {%AccessRequestUserFirstName%}, Your request to enroll in the course, {%CourseTitle%}, has expired because the enrollment end date passed before the request was approved. If you believe you are receiving this email in error, please contact the LearnAlaska Help Desk or request access again at: https://learn.alaska.gov/portal |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Certification

Email Trigger ID-26: Certification: User adds certification

Certification added (to user)

Base

| | |
|-------------|--------------------------------------|
| Email Title | BASE - Certification added (to user) |
| Subject | Certification Addition to Transcript |

| | |
|-----------------|--|
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%} {%UserEmailRecipientLastName%},</p> <p>The following certification has been added to your transcript:</p> <p>{%CertificationTitle%}</p> <p>You may view this item by accessing your transcript by logging in to {%DomainTitle%} at {%DomainUrl%}. If you have any questions please speak with your supervisor or HR professional</p> |
| Sender | LoggedInUserEmail |
| Recipients | <p>To: CertificationManageUserEmail</p> <p>CC:CertificationManageUserManagerEmail</p> |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Certification added (to user) |
| Subject | LearnAlaska: Certification Addition to Transcript |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%},</p> <p>The following certification has been added to your transcript:</p> <p>{%CertificationTitle%}</p> <p>You may view this item by accessing your transcript by logging into LearnAlaska at https://learn.alaska.gov/portal. If you have any questions please speak with your manager or the LearnAlaska Help Desk.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-27: Certification: User deletes certification

Certification deleted (to user)

Base

| | |
|-----------------|--|
| Email Title | BASE - Certification deleted (to user) |
| Subject | Certification Deleted from Transcript |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%} {%UserEmailRecipientLastName%},</p> <p>The following certification has been deleted from your transcript:</p> <p>{%CertificationTitle%}</p> <p>You may view your current transcript by logging in to {%DomainTitle%} at {%DomainUrl%}. If you have any questions please speak with your supervisor or HR professional.</p> |
| Sender | LoggedInUserEmail |
| Recipients | <p>To: CertificationManageUserEmail</p> <p>CC:CertificationManageUserManagerEmail</p> |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---------------------------------|
| Email Title | Certification deleted (to user) |
|-------------|---------------------------------|

| | |
|-----------------|---|
| Subject | LearnAlaska: Certification Deleted from Transcript |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%},</p> <p>The following certification has been deleted from your transcript:</p> <p>{%CertificationTitle%}</p> <p>You may view your current transcript by logging into LearnAlaska at https://learn.alaska.gov/portal. If you have any questions please speak with your manager or the LearnAlaska Help Desk.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-28: Certifications: Certification expiration date is approaching

Overnight process: Certification expiration date is approaching

Base

| | |
|-----------------|--|
| Email Title | BASE - Certification Expiration Approaching: {%ContentTitle%} |
| Subject | Certification Expiration Notice |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%} {%UserEmailRecipientLastName%},</p> <p>The certification {%ContentTitle%} is set to expire {%CertificationExpirationDate%}. In order to maintain this certification, you must recertify (if a recertification option is available) or re-enroll in the certification and complete it before your current certification expires.</p> <p>If this certification expires and is contained in another certification that you currently possess, it will affect your status for the other certification.</p> <p>To view details regarding this certification, log into {%DomainTitle%} at {%DomainURL%} and access the Certifications tab within your transcript.</p> <p>- Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | <p>To: CertificationManageUserEmail</p> <p>CC: CertificationManageUserManagerEmail</p> |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---|
| Email Title | Certification Expiration Approaching: {%ContentTitle%} |
| Subject | LearnAlaska Certification Expiration Notice |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%},</p> <p>The certification {%ContentTitle%} is set to expire {%CertificationExpirationDate%}. In order to maintain this certification, you must recertify (if a recertification option is available) or re-enroll in the certification and complete it before your current certification expires.</p> <p>If this certification expires and is contained in another</p> |

| | |
|-----------------|---|
| | certification that you currently possess, it will affect your status for the other certification. |
| | To view details regarding this certification log-in to LearnAlaska at https://learn.alaska.gov/portal and access the Certifications tab within your transcript. |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Classroom Course

Email Trigger ID-29: Classroom Course: Authorized User sends email after making section changes
User clicks Send Email on the email form accessed from the Edit Section page

Base

| | |
|-----------------|---|
| Email Title | BASE - Email Notice Re: Course Section Change (To: enrolled users, waitlisted users) |
| Subject | Course Section Change Notice: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%} {%UserEmailRecipientLastName%},</p> <p>Changes were made to the following course section. The new schedule is as follows:</p> <p>Course: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%}</p> <p>Section Title: {%ClassroomCourseSectionTitle%}</p> <p>Section Format: {%ClassroomCourseSectionFormat%}</p> <p>Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%}</p> <p>Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%} {%ClassroomCourseSectionEventUserTimeZone%}</p> <p>Event Details for this Section: {%ClassroomCourseSectionEventFullInformation%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | To: ClassroomCourseSectionAllWaitlistedUsersEmail to: ClassroomCourseSectionAllEnrolledUsersEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | Email Notice Re: Course Section Change (To: enrolled users, waitlisted users) |
| Subject | LearnAlaska Course Change Notice: {%CourseTitle%} |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%},</p> <p>Changes were made to the following course section. The new schedule is as follows:</p> <p>Course: {%CourseTitle%}</p> <p>Section Title: {%ClassroomCourseSectionTitle%}</p> <p>Section Format: {%ClassroomCourseSectionFormat%}</p> <p>Section Date Range: Section Date Range:</p> |

| | |
|-----------------|--|
| | <pre>{%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</pre> <p>This change does not impact your status. We apologize for any inconvenience this change may have caused.</p> <p>If you are enrolled and can no longer attend please cancel your enrollment at https://learn.alaska.gov/portal.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-30: Classroom Course: Delete Section of Classroom course

User deletes a section of a classroom course

Base

| | |
|-----------------|---|
| Email Title | BASE - Classroom Course Section Deleted (To: Enrolled Users) |
| Subject | Course Cancelled: {%CourseTitle%} - Section {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%} {%UserEmailRecipientLastName%},</p> <p>You were enrolled in the following course section: Course: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%} Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>This section has been cancelled. To enroll in another section of this course, please visit: {%DomainUrl%}.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | ClassroomCourseSectionAllEnrolledUsersEmail |
| Content Sharing | Push (Optional) to all domains |

| | |
|-------------|---|
| Email Title | Classroom Course Section Deleted (To: Instructors) |
| Subject | Course Cancelled: {%CourseTitle%} - Section {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%} {%UserEmailRecipientLastName%},</p> <p>You were were assigned to teach the following course section: Course: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%} Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>This section has been cancelled and has been removed from your training schedule.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |

| | |
|-----------------|--|
| Sender | LoggedInUserEmail |
| Recipients | ClassroomCourseSectionInstructorsEmail |
| Content Sharing | Push (Optional) to all domains |

| | |
|-----------------|---|
| Email Title | Classroom Course Section Deleted (To: Waitlisted Users) |
| Subject | Course Cancelled: {%CourseTitle%} - Section {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%} {%UserEmailRecipientLastName%},</p> <p>You were waitlisted in the following course section: Course: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%} Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>This section has been cancelled. To enroll or waitlist in another section of this course, please visit: {%DomainUrl%}.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | ClassroomCourseSectionAllWaitlistedUsersEmail |
| Content Sharing | Push (Optional) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Classroom Course Section Deleted (To: Enrolled Users) |
| Subject | LearnAlaska Course Cancelled: {%CourseTitle%} - Section {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%},</p> <p>You were enrolled in the following course section:</p> <p>Course: {%CourseTitle%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>This section has been cancelled. To enroll in another section of this course, please visit: https://learn.alaska.gov/portal.</p> <p>We apologize for any inconvenience this change may have caused.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

| | |
|-------------|---|
| Email Title | Classroom Course Section Deleted (To: Waitlisted Users) |
| Subject | LearnAlaska Course Cancelled: {%CourseTitle%} - Section {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | Dear {%UserEmailRecipientFirstName%}, |

| | |
|-----------------|---|
| | <p>You were waitlisted for the following course section:</p> <p>Course: {%CourseTitle%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>This section has been cancelled. To enroll in another section of this course, please visit: https://learn.alaska.gov/portal.</p> <p>We apologize for any inconvenience this change may have caused.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

| | |
|-----------------|--|
| Email Title | Classroom Course Section Deleted (To: Instructors) |
| Subject | LearnAlaska Course Cancelled: {%CourseTitle%} - Section {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%},</p> <p>You were scheduled to teach the following course section:</p> <p>Course: {%CourseTitle%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>This section has been cancelled and has been removed from your training schedule.</p> <p>We apologize for any inconvenience this change may have caused.</p> |
| Sender | LoggedInUserEmail |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-31: Classroom Course: Instructor scheduled to teach event

User clicks the Save Event button, to schedule the event and its instructors and locations

Base

| | |
|-------------|---|
| Email Title | BASE - Scheduled Teaching Assignment (To: instructor) |
| Subject | Scheduled to teach {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionEventInstructorFirstName%} {%ClassroomCourseSectionEventInstructorLastName%},</p> <p>You have been assigned to teach {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%}. The event you were assigned to is {%ClassroomCourseSectionTitle%}.</p> <p>To manage this section, log into {%DomainUrl%}, and access Instructor Tools.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |

| | |
|-----------------|---|
| Recipients | ClassroomCourseSectionAssignedInstructorEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Scheduled Teaching Assignment (To: instructor) |
| Subject | LearnAlaska: Scheduled to Teach {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionEventInstructorFirstName%},</p> <p>You have been scheduled to teach {%CourseTitle%}. The event you are scheduled for is: {%ClassroomCourseSectionTitle%}.</p> <p>To manage this section, log into LearnAlaska at https://learn.alaska.gov/portal, and access Administration > Manage Training > Instructor Tools.</p> |
| Sender | LoggedInUserEmail |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-32: Classroom Course: Send Email to enrolled users on Roster

User selects the option to email all users enrolled in a course section

Base

| | |
|-----------------|---|
| Email Title | BASE - Email Enrolled Users |
| Subject | {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%} {%UserEmailRecipientLastName%},</p> <p>Current scheduling information for this section is as follows:</p> <p>Section Title: {%ClassroomCourseSectionTitle%}</p> <p>Section Format: {%ClassroomCourseSectionFormat%}</p> <p>Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%}</p> <p>Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>{%ClassroomCourseSectionEventUserTimeZone%}</p> <p>Event Details for this Section:</p> <p>{%ClassroomCourseSectionEventFullInformation%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | ClassroomCourseSectionAllEnrolledUsersEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---|
| Email Title | Email Enrolled Users |
| Subject | LearnAlaska: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%},</p> <p>Current scheduling information for this section is as follows:</p> <p>Section Title: {%ClassroomCourseSectionTitle%}</p> <p>Section Format: {%ClassroomCourseSectionFormat%}</p> <p>Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> |

| | |
|-----------------|--|
| | To view all the details for this section, please login into LearnAlaska at https://learn.alaska.gov/portal , and access the class details. |
| Sender | LoggedInUserEmail |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-33: Classroom Course: User enrolled in classroom course section (batch enrollment)

Authorized user clicks the Enroll button from the Batch Enroll Users page

Base

| | |
|-----------------|---|
| Email Title | BASE - User enrollment in classroom course section as user (To: user, copy: manager) |
| Subject | Course Enrollment: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionEnrolledUserFirstName%} {%ClassroomCourseSectionEnrolledUserLastName%},</p> <p>This email is to inform you of enrollment in the following classroom course:</p> <p>Course: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%}</p> <p>Section Title: {%ClassroomCourseSectionTitle%}</p> <p>Section Format: {%ClassroomCourseSectionFormat%}</p> <p>Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%}</p> <p>Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%} {%ClassroomCourseSectionEventUserTimeZone%}</p> <p>Event Details for this Section: {%ClassroomCourseSectionEventFullInformation%}</p> <p>This course is available to you in the Course Catalog, and it is also displayed on your My Learning Plan under the Scheduled Training section.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | To: ClassroomCourseSectionAssignedInstructorEmail CC: ClassroomCourseSectionEnrolledUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---|
| Email Title | User enrollment in classroom course section as user (To: user, copy: manager) |
| Subject | LearnAlaska Administrative Course Enrollment: {%CourseTitle%} - Section {%ClassroomCourseSectionTitle%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionEnrolledUserFirstName%},</p> <p>You have been administratively enrolled in the following course and section:</p> <p>Course: {%CourseTitle%}</p> <p>Section Info: {%ClassroomCourseSectionEventFullInformation%}</p> <p>To view all the details for this section, please login into LearnAlaska at https://learn.alaska.gov/portal. A link to this course is displayed on your Learning Plan homepage.</p> <p>Please note that there is a course fee associated with some of the</p> |

| | |
|-----------------|--|
| | <p>classes listed in LearnAlaska. Please review the course description for course fee information. Your agency will be responsible for these tuition expenses and will be billed after the course has been held. It is the policy of some agencies to bill agencies for student enrollment if cancellations are processed too close to the course date or the student does not show up for the course.</p> <p>Please consult the sender of this email, your manager, or the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> <p>-----</p> <p>(CC: Manager. This email refers to {%ClassroomCourseSectionEnrolledUserFirstName%} {%ClassroomCourseSectionEnrolledUserLastName%}'s enrollment in the course and section referenced above. No action is required by you at this time.)</p> |
| Sender | LoggedInUserEmail |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-10-09:** Activated email trigger. Updated email subject, body, and sender (AWT)

Email Trigger ID-34: Classroom Course: User enrollment cancelled (batch enrollment)

Authorized user clicks the Cancel Enroll/Waitlist button from the Batch Enroll Users page for an enrolled user

Base

| | |
|-----------------|--|
| Email Title | BASE - User enrollment in classroom course section cancelled (to: user, copy: manager) |
| Subject | Classroom Course Enrollment Cancelled: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionEnrollCancelledUserFirstName%} {%ClassroomCourseSectionEnrollCancelledUserLastName%},</p> <p>This email is to inform you that your enrollment in the following classroom course section has been cancelled:</p> <p>Course: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%}</p> <p>Section Title: {%ClassroomCourseSectionTitle%}</p> <p>Section Format: {%ClassroomCourseSectionFormat%}</p> <p>Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%}</p> <p>Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%} {%ClassroomCourseSectionEventUserTimeZone%}</p> <p>The course was removed from your Transcript and My Learning Plan.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | To: ClassroomCourseCancelledUserManagerEmail CC: ClassroomCourseCancelledUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---|
| Email Title | User enrollment in classroom course section cancelled (to: user, copy: manager) |
| Subject | LearnAlaska Course Enrollment Cancelled by Administrator: |

| | |
|-----------------|---|
| | {%CourseTitle%} - Section {%ClassroomCourseSectionTitle%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionEnrollCancelledUserFirstName%},</p> <p>Your enrollment in the following course and section has been cancelled by an Administrator:</p> <p>Course: {%CourseTitle%}</p> <p>Section Info: {%ClassroomCourseSectionEventFullInformation%}</p> <p>If you feel you are receiving this email in error, contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov, or visit https://learn.alaska.gov/portal to enroll in a section of the course again. Please consult the sender of this email, your manager, or the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any other questions.</p> <p>-----</p> <p>(CC: Manager. This email refers to {%ClassroomCourseSectionEnrollCancelledUserFirstName%} {%ClassroomCourseSectionEnrollCancelledUserLastName%}'s enrollment in the course and section referenced above. No action is required by you at this time.)</p> |
| Sender | LoggedInUserEmail |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-10-09:** Activated email trigger. Updated email subject, body, and sender (AWT)

Email Trigger ID-35: Classroom Course: User enrollment in course section (automatically from waitlist)

User clicks the enroll button from the enrollment confirmation page for a specific section

Base

| | |
|-------------|---|
| Email Title | BASE - Auto-Enrollment in Classroom Course from Waitlist (To: user, Copy: manager) |
| Subject | Auto-Enrollment from Waitlist: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionEnrolledUserFirstName%} {%ClassroomCourseSectionEnrolledUserLastName%},</p> <p>You were automatically enrolled in the following course and section from the waitlist:</p> <p>Course: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%}</p> <p>Section Title: {%ClassroomCourseSectionTitle%}</p> <p>Section Format: {%ClassroomCourseSectionFormat%}</p> <p>Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%}</p> <p>Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%} {%ClassroomCourseSectionEventUserTimeZone%}</p> <p>Event Details for this Section: {%ClassroomCourseSectionEventFullInformation%}</p> <p>This course was added to your My Learning Plan. If the collaboration space is active, be sure to check it for the syllabus or any pre-work for the course at {%DomainTitle%}.</p> <p>- Training Administrator</p> |
| Sender | DomainAdministratorEmail |

| | |
|-----------------|---|
| Recipients | To: ClassroomCourseSectionEnrolledUserEmail CC: ClassroomCourseSectionEnrolledUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Auto-Enrollment in Classroom Course from Waitlist (To: user, Copy: manager) |
| Subject | LearnAlaska Auto-Enrollment from Waitlist: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | High |
| Message | <p>Dear {%ClassroomCourseSectionEnrolledUserFirstName%},</p> <p>You were automatically enrolled in the following course and section from the waitlist:</p> <p>Course: {%CourseTitle%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>To view all the details for this section, please login into LearnAlaska at https://learn.alaska.gov/portal. A link to this course is displayed on your Learning Plan located under the My Workspace menu.</p> <p>(CC: Manager. This email refers to {%ClassroomCourseSectionEnrolledUserFirstName%} {%ClassroomCourseSectionEnrolledUserLastName%}'s enrollment in the course and section referenced above.)</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-36: Classroom Course: User enrollment in course section (self enrollment)

User clicks Enroll for a classroom course section

Base

| | |
|-------------|---|
| Email Title | BASE - Classroom Course Section - Self-Enrollment (To: user, Copy: manager) |
| Subject | Course Section Enrollment: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionEnrolledUserFirstName%} {%ClassroomCourseSectionEnrolledUserLastName%},</p> <p>This email is to confirm your enrollment in the following course and section:</p> <p>Course: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%} Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%} {%ClassroomCourseSectionEventUserTimeZone%}</p> <p>Event Details for this Section: {%ClassroomCourseSectionEventFullInformation%}</p> <p>This course has been added to your Personal Learning Plan. If the</p> |

| | |
|-----------------|---|
| | Collaboration Space is active, be sure to check it for the syllabus or any pre-work for the course at {%DomainTitle%} - Training Administrator |
| Sender | DomainAdministratorEmail |
| Recipients | To: ClassroomCourseSectionEnrolledUserEmail CC: ClassroomCourseSectionEnrolledUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Classroom Course Section - Self-Enrollment (To: user, Copy: manager) |
| Subject | LearnAlaska Course Section Enrollment: {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionEnrolledUserFirstName%},</p> <p>This email is to confirm your enrollment in the following course and section:</p> <p>Course: {%CourseTitle%} Section Info: {%ClassroomCourseSectionEventFullInformation%}</p> <p>To view all the details for this section, please login into LearnAlaska at https://learn.alaska.gov/portal. A link to this course is displayed on your Learning Plan located under the My Workspace menu.</p> <p>Please note that there is a course fee associated with some of the classes listed in LearnAlaska. Please review the course description for course fee information. Your agency will be responsible for these tuition expenses and will be billed after the course has been held. It is the policy of some agencies to bill agencies for student enrollment if cancellations are processed too close to the course date or the student does not show up for the course.</p> <p>Please consult your manager or the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> <p>-----</p> <p>(CC: Manager. This email refers to {%ClassroomCourseSectionEnrolledUserFirstName%} {%ClassroomCourseSectionEnrolledUserLastName%}'s enrollment in the course and section referenced above.)</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Revision Log

- 2014-04-10:** Removed references to field codes in email message field: **Section Title:** **{%ClassroomCourseSectionTitle%}**, **Section Format:** **{%ClassroomCourseSectionFormat%}**, and **Section Date Range:** **{%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}**. Added Field Code **Section Info:** **{%ClassroomCourseSectionEventFullInformation%}**. (AWT)

Email Trigger ID-37: Classroom Course: User enrollment in course section cancelled (decreased section capacity) - added to waitlist

User reduces the capacity of a section, and enrolled users have their enrollment cancelled. These users are added to the top of the waitlist

Base

| | |
|-----------------|--|
| Email Title | BASE - Enrollment Cancelled - Added to Waitlist |
| Subject | Enrollment Cancelled - Added to Waitlist: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionWaitlistedUserFirstName%} {%ClassroomCourseSectionWaitlistedUserLastName%},</p> <p>The capacity in {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} was reduced. Due to this action, your enrollment was cancelled, and you were added to the waitlist. You can enroll in another section of this course at {%DomainUrl%}.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | To: ClassroomCourseSectionEnrolledUserEmail CC: ClassroomCourseSectionEnrolledUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Enrollment Cancelled - Added to Waitlist |
| Subject | LearnAlaska Enrollment Cancelled - Added to Waitlist: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionWaitlistedUserFirstName%},</p> <p>The capacity for a course you previously enrolled in has been reduced. Due to this action, your enrollment was cancelled, and you were added to the waitlist. Details of the course are as follows:</p> <p>Course: {%CourseTitle%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>You may enroll in another section of this course at https://learn.alaska.gov/portal.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-38: Classroom Course: User enrollment in course section cancelled (decreased section capacity) -no waitlist.

User reduces the capacity of a section, and enrolled users have their enrollment cancelled. There is no waitlist for the user to be added to

Base

| | |
|-------------|---|
| Email Title | BASE - Enrollment Cancelled - No Waitlist (To: user, Copy: manager) |
|-------------|---|

| | |
|-----------------|---|
| Subject | Enrollment Cancelled: {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionEnrollCancelledUserFirstName%} {%ClassroomCourseSectionEnrollCancelledUserLastName%} ,</p> <p>The capacity in {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%} was reduced. Due to this action, your enrollment was cancelled. This section does not have a waitlist. You can enroll in another section of this course at {%DomainUrl%}.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | To:ClassroomCourseCancelledUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Enrollment Cancelled - No Waitlist (To: user, Copy: manager) |
| Subject | LearnAlaska Enrollment Cancelled: {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%} |
| Importance | High |
| Message | <p>Dear {%ClassroomCourseSectionEnrollCancelledUserFirstName%},</p> <p>The capacity for a course you previously enrolled in has been reduced. Due to this action, your enrollment was cancelled; this section does not have a waitlist. Details of the course are as follows:</p> <p>Course: {%CourseTitle%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>You may enroll in another section of this course at https://learn.alaska.gov/portal.</p> <p>We apologize for any inconvenience this change may have caused.</p> <p>(CC: Manager. This email refers to {%ClassroomCourseSectionEnrollCancelledUserFirstName%} {%ClassroomCourseSectionEnrollCancelledUserLastName%}'s enrollment cancellation for the course and section referenced above.)</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-39: Classroom Course: User enrollment in course section cancelled (self cancellation)

User clicks cancel enrollment for a classroom course section

Base

| | |
|-------------|--|
| Email Title | BASE - Classroom Course Enrollment Cancellation (To: user, Copy: manager) |
| Subject | Enrollment Cancelled: {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | Dear {%ClassroomCourseSectionEnrollCancelledUserFirstName%} |

| | |
|-----------------|---|
| | <pre>{%ClassroomCourseSectionEnrollCancelledUserLastName%}, This email is to confirm the cancellation of your enrollment in the following course section: Course: {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%} Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%} {%ClassroomCourseSectionEventUserTimeZone%} If you feel you are receiving this email in error, contact your site administrator, or visit {%DomainTitle%} to enroll in a section of the course again. - Training Administrator</pre> |
| Sender | DomainAdministratorEmail |
| Recipients | To: ClassroomCourseCancelledUserEmail CC: ClassroomCourseCancelledUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Classroom Course Enrollment Cancellation (To: user, Copy: manager) |
| Subject | LearnAlaska Enrollment Cancelled: {%CourseTitle%} |
| Importance | Medium |
| Message | <pre>Dear {%ClassroomCourseSectionEnrollCancelledUserFirstName%}, This email is to confirm the cancellation of your enrollment in the following course section: Course: {%CourseTitle%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%} If you feel you are receiving this email in error, contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov, or visit https://learn.alaska.gov/portal to enroll in a section of the course again. (CC: Manager. This email refers to {%ClassroomCourseSectionEnrollCancelledUserFirstName%} {%ClassroomCourseSectionEnrollCancelledUserLastName%}'s enrollment cancellation for the course and section referenced above.)</pre> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-40: Classroom Course: User waitlist cancelled in a course section (batch enrollment)

Authorized user clicks the Cancel Enroll/Waitlist button from the Batch Enroll Users page for a waitlisted user.

Base

| | |
|-------------|---|
| Email Title | BASE - User waitlist status in classroom course section cancelled (to: user, copy: manager) |
| Subject | Waitlist cancellation for: {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%} |
| Importance | Medium |

| | |
|-----------------|---|
| Message | <p>Dear {%ClassroomCourseSectionWaitlistCancelledUserFirstName%} {%ClassroomCourseSectionWaitlistCancelledUserLastName%},</p> <p>This email is to inform you that your waitlist status in the following classroom course has been cancelled:</p> <p>Course: {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%}</p> <p>Section Title: {%ClassroomCourseSectionTitle%}</p> <p>Section Format: {%ClassroomCourseSectionFormat%}</p> <p>Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%}</p> <p>Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>{%ClassroomCourseSectionEventUserTimeZone%}</p> <p>The course was removed from your Transcript and My Learning Plan.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | <p>To: ClassroomCourseWaitlistCancelledUserEmail</p> <p>CC: ClassroomCourseWaitlistCancelledUserManagerEmail</p> |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | User waitlist status in classroom course section cancelled (to: user, copy: manager) |
| Subject | LearnAlaska Course Waitlist Status Cancelled by Administrator: {%CourseTitle%} - Section Section {%ClassroomCourseSectionTitle%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionWaitlistCancelledUserFirstName%},</p> <p>This email is to inform you that your waitlist status in the following classroom course has been cancelled by an Administrator:</p> <p>Course: {%CourseTitle%}</p> <p>Section Info: {%ClassroomCourseSectionEventFullInformation%}</p> <p>The course has been removed from your Transcript and Learning Plan.</p> <p>If you feel you are receiving this email in error, contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov, or visit https://learn.alaska.gov/portal to enroll in a section of the course again. Please consult the sender of this email, your manager, or the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any other questions.</p> <p>-----</p> <p>(CC: Manager. This email refers to {%ClassroomCourseSectionWaitlistCancelledUserFirstName%} {%ClassroomCourseSectionWaitlistCancelledUserLastName%}'s status for the course and section referenced above. No action is required by you at this time.)</p> |
| Sender | LoggedInUserEmail |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-10-09:** Activated email trigger. Updated email subject, body, and sender (AWT)

Email Trigger ID-41: Classroom Course: User waitlist in a course section (self waitlist)

User clicks Waitlist for a classroom course section

Base

| | |
|-----------------|--|
| Email Title | BASE - Waitlist for Classroom Course (To: user, Copy: manager) |
| Subject | Added to Waitlist: {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | Dear {%ClassroomCourseSectionWaitlistedUserFirstName%} {%ClassroomCourseSectionWaitlistedUserLastName%}, You were waitlisted in the following course and section: Course: {%CourseTitle%} - Section #{%ClassroomCourseSectionNumber%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%} Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%} {%ClassroomCourseSectionEventUserTimeZone%} Event Details for this Section: {%ClassroomCourseSectionEventFullInformation%} If you are enrolled in the course from the waitlist, you will receive another email notification. - Training Administrator |
| Sender | DomainAdministratorEmail |
| Recipients | To: ClassroomCourseCancelledUserEmail CC: ClassroomCourseCancelledUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Waitlist for Classroom Course (To: user, Copy: manager) |
| Subject | LearnAlaska Added to Waitlist: {%CourseTitle%} |
| Importance | Medium |
| Message | Dear {%ClassroomCourseSectionWaitlistedUserFirstName%}, You are waitlisted for the following course and section: Course: {%CourseTitle%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%} If your status changes from the waitlist, you will receive an email notification of a change in status. Please consult your manager or the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions. ----- (CC: Manager. This email refers to {%ClassroomCourseSectionWaitlistedUserFirstName%} {%ClassroomCourseSectionWaitlistedUserFirstName%}'s enrollment status in the course and section referenced above.) |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-42: Classroom Course: User waitlist in a course section cancelled (self cancellation)

User clicks cancel waitlist for a classroom course section

Base

| | |
|-----------------|---|
| Email Title | BASE - Classroom Course Waitlist Cancellation (To: user) |
| Subject | Waitlist Cancellation: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionWaitlistCancelledUserFirstName%} {%ClassroomCourseSectionWaitlistCancelledUserLastName%},</p> <p>You waitlist status in the following course and section was cancelled:</p> <p>Course: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%}</p> <p>Section Title: {%ClassroomCourseSectionTitle%}</p> <p>Section Format: {%ClassroomCourseSectionFormat%}</p> <p>Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%}</p> <p>Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%} {%ClassroomCourseSectionEventUserTimeZone%}</p> <p>If you feel you are receiving this email in error, contact your site administrator, or visit {%DomainTitle%} to enroll or waitlist in a section of the course again.</p> <p>- Training Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | To: ClassroomCourseCancelledUserEmail CC: ClassroomCourseCancelledUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Classroom Course Waitlist Cancellation (To: user) |
| Subject | LearnAlaska Waitlist Cancellation: {%CourseTitle%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionWaitlistCancelledUserFirstName%},</p> <p>Your waitlist status in the following course and section was cancelled:</p> <p>Course: {%CourseTitle%}</p> <p>Section Title: {%ClassroomCourseSectionTitle%}</p> <p>Section Format: {%ClassroomCourseSectionFormat%}</p> <p>Section Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%}</p> <p>If you feel you have received this email in error, contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov, or visit https://learn.alaska.gov/portal to enroll in a section of the course again.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-43: Classroom Course: User waitlists in course section (batch enrollment)

Authorized user clicks the Waitlist button from the Batch Enroll Users page.

Base

| | |
|-------------|---|
| Email Title | BASE - User waitlisted in classroom course section (to: user, copy: manager) |
| Subject | Waitlisted for Course: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} |
| Importance | Medium |

| | |
|-----------------|--|
| Message | <p>Dear {%ClassroomCourseSectionWaitlistedUserFirstName%} {%ClassroomCourseSectionWaitlistedUserLastName%}, This email is to inform you that you were waitlisted in the following classroom course section: Course: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} Section Title: {%ClassroomCourseSectionTitle%} Section Format: {%ClassroomCourseSectionFormat%} Section Date Range: {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%} Event Date Range: {%ClassroomCourseSectionEventStartDateTime%} - {%ClassroomCourseSectionEventEndDateTime%} {%ClassroomCourseSectionEventUserTimeZone%} Event Details for this Section: {%ClassroomCourseSectionEventFullInformation%} This course is available to you in the Course Catalog, and it is also displayed on your My Learning Plan under the Scheduled Training section. If space becomes available in the section, you will automatically be enrolled and receive an email informing you of your enrollment. - {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | <p>To: ClassroomCourseWaitlistedUserEmail CC: ClassroomCourseWaitlistedUserManagerEmail</p> |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | User waitlisted in classroom course section (to: user, copy: manager) |
| Subject | LearnAlaska Waitlist: {%CourseTitle%} - Section {%ClassroomCourseSectionTitle%} |
| Importance | Medium |
| Message | <p>Dear {%ClassroomCourseSectionWaitlistedUserFirstName%},</p> <p>This email is to inform you that you have been added to the WAITLIST for the following classroom course section:</p> <p>Course: {%CourseTitle%} - Section # {%ClassroomCourseSectionNumber%} Section Info: {%ClassroomCourseSectionEventFullInformation%}</p> <p>If space becomes available in the section, you will automatically be enrolled and receive an email informing you of your enrollment.</p> <p>Please consult the sender of this email, your manager, or the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> <p>-----</p> <p>(CC: Manager. This email refers to {%ClassroomCourseSectionWaitlistedUserFirstName%} {%ClassroomCourseSectionWaitlistedUserLastName%}'s enrollment in the course and section referenced above. No action is required by you at this time.)</p> |
| Sender | LoggedInUserEmail |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-10-09:** Activated email trigger. Updated email subject, body, and sender (AWT)

Completion

Email Trigger ID-44: Completion: User obtains completion for a content item from an authorized user

The authorized user gives completion for a content item to user

Base

| | |
|-----------------|---|
| Email Title | BASE - Completion: User obtains completion for a content item from an authorized user |
| Subject | Completion - {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%OverrideUserFirstName%} {%OverrideUserLastName%},</p> <p>You received completion for {%ContentTitle%}. You can view the details by logging into {%DomainTitle%} at {%DomainURL%}, and accessing your transcript. Consult your manager or appropriate administrator if you have any questions.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | To: OverrideUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Completion: User obtains completion for a content item from an authorized user |
| Subject | LearnAlaska Completion: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%OverrideUserFirstName%},</p> <p>You received completion for {%ContentTitle%}. You may view the details of this completion by logging into LearnAlaska at https://learn.alaska.gov/portal, and accessing your transcript.</p> <p>Please consult your manager or the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Content

Email Trigger ID-45: Content: User marks a content item complete

User clicks the Mark Complete button for a content item on the Mark Complete page

Base

| | |
|-------------|---|
| Email Title | BASE - Marked Complete: User Marks Content Completion (To: user) |
| Subject | Training Completed: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%ContentCompletedUserFirstName%} {%ContentCompletedUserLastName%},</p> |

| | |
|-----------------|---|
| | This email is to confirm that you have marked the following content item as being complete: {%ContentTitle%} ({%ContentType%}) |
| | - Training Administrator |
| Sender | DomainAdministratorEmail |
| Recipients | To: ContentCompletedUserEmail CC: ContentCompletedUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Marked Complete: User Marks Content Completion (To: user) |
| Subject | LearnAlaska Training Completed: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%ContentCompletedUserFirstName%},</p> <p>This email is to confirm that you have marked the following content item as being complete:</p> <p>{%ContentTitle%} ({%ContentType%})</p> <p>You can view the details of this completion by logging into LearnAlaska at https://learn.alaska.gov/portal, and accessing your transcript.</p> <p>Please consult your manager or the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Curriculum

Email Trigger ID-46: Curriculum: User cancel enrollment in curriculum (self-cancellation)

User clicks Cancel Enrollment for a curriculum

Base

| | |
|-------------|---|
| Email Title | BASE - User self-cancels curriculum enrollment (To: user; CC: manager) |
| Subject | Enrollment cancelled for Curriculum: {%CurriculumTitle%} |
| Importance | Medium |
| Message | <p>Dear {%CurriculumCancelledUserFirstName%} {%CurriculumCancelledUserLastName%},</p> <p>This email is to confirm the cancellation of your enrollment in the following curriculum: {%CurriculumTitle%}.</p> <p>If you started any of the training activities in this curriculum, your progress data for those activities is maintained and you will continue to have access to these started training activities.</p> <p>- Training Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | To: CurriculumEnrolledUserEmail CC: CurriculumEnrolledUserManagerEmail |

| | |
|-----------------|--------------------------------|
| Content Sharing | Push (Required) to all domains |
|-----------------|--------------------------------|

Updated

| | |
|-----------------|---|
| Email Title | User self-cancels curriculum enrollment (To: user) |
| Subject | LearnAlaska enrollment cancelled for Curriculum: {%CurriculumTitle%} |
| Importance | Medium |
| Message | <p>Dear {%CurriculumCancelledUserFirstName%},</p> <p>This email is to confirm the cancellation of your enrollment in the following curriculum:</p> <p>{%CurriculumTitle%}</p> <p>If you started any of the training activities in this curriculum, your progress data for those activities is maintained and you will continue to have access to these started training activities.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-47: Curriculum: User enrollment in curriculum (self enrollment) (complete)

User clicks Enroll for a curriculum. The user has already completed all of the training activities in the curriculum

Base

| | |
|-----------------|---|
| Email Title | BASE - User Self-Enrollment in Curriculum (Already Completed) (To: user, CC: manager) |
| Subject | Curriculum Enrollment: {%CurriculumTitle%} |
| Importance | Medium |
| Message | <p>Dear {%CurriculumEnrolledUserFirstName%} {%CurriculumEnrolledUserLastName%},</p> <p>You recently enrolled in the curriculum: {%CurriculumTitle%}. According to your records, you have already completed all required training activities in the curriculum. The curriculum will appear as complete on your Transcript. You may still access this curriculum and any training activities within it.</p> <p>- Training Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | CC: CurriculumEnrolledUserEmail TO: CurriculumEnrolledUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | User Self-Enrollment in Curriculum (Already Completed) (To: user) |
| Subject | LearnAlaska Curriculum Enrollment: {%CurriculumTitle%} |
| Importance | Medium |
| Message | <p>Dear {%CurriculumEnrolledUserFirstName%},</p> <p>You recently enrolled in the curriculum: {%CurriculumTitle%}. According to your records, you have already completed all required training activities in the curriculum. The curriculum will appear as complete on your Transcript. You may still access this curriculum and any training activities within it.</p> |

| | |
|-----------------|--|
| | Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions. |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-48: Curriculum: User enrollment in curriculum (self enrollment) (not complete)

User clicks Enroll for a curriculum. The user has not completed all of the training activities in the curriculum

Base

| | |
|-----------------|---|
| Email Title | BASE - User Self-Enrollment in Curriculum (Not Completed) (To: user, CC: manager) |
| Subject | Curriculum Enrollment: {%CurriculumTitle%} |
| Importance | Medium |
| Message | <p>Dear {%CurriculumEnrolledUserFirstName%} {%CurriculumEnrolledUserLastName%},</p> <p>This email is to confirm your enrollment in the following curriculum: Curriculum: {%CurriculumTitle%} Collaboration Space: {%CurriculumCollaborationSpace%}</p> <p>Prescribed order training activities: {%CurriculumLearningActivitiesPrescribed%}</p> <p>Elective order training activities: {%CurriculumLearningActivitiesElective%}</p> <p>You may now access this curriculum. If there are any classroom courses in this curriculum, be sure to enroll in a section for each classroom course. The sections valid for this curriculum are available from the Curriculum page.</p> <p>- Training Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | TO: CurriculumEnrolledUserEmail CC: CurriculumEnrolledUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---|
| Email Title | User Self-Enrollment in Curriculum (Not Completed) (To: user, CC: manager) |
| Subject | LearnAlaska Curriculum Enrollment: {%CurriculumTitle%} |
| Importance | Medium |
| Message | <p>Dear {%CurriculumEnrolledUserFirstName%},</p> <p>This email is to confirm your enrollment in the following curriculum: Curriculum: {%CurriculumTitle%} Collaboration Space: {%CurriculumCollaborationSpace%}</p> <p>Training activities that must be completed in a set order include: {%CurriculumLearningActivitiesPrescribed%}</p> <p>Training activities that may be completed in any order you prefer include:</p> |

| | |
|-----------------|---|
| | <pre>{%CurriculumLearningActivitiesElective%}</pre> <p>You may now access this curriculum. If there are any classroom courses in this curriculum, be sure to enroll in a section for each classroom course. The sections valid for this curriculum are available from the Curriculum page.</p> <p>(CC: Manager. This email refers to <pre>{%CurriculumEnrolledUserFirstName%}</pre> <pre>{%CurriculumEnrolledUserLastName%}</pre>'s enrollment in the curriculum referenced above.)</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-49: Curriculum: User enrolls in curriculum (classroom course enrollment alert)

User enrolls in a curriculum which contains one or more classroom courses (content type = course, and delivery method = classroom)

Base

| | |
|-----------------|---|
| Email Title | BASE - Classroom Course Enrollment Reminder for a Curriculum (To: user) |
| Subject | Classroom Course Enrollment Reminder for a Curriculum: <pre>{%CurriculumTitle%}</pre> |
| Importance | Medium |
| Message | <pre>Dear {%CurriculumEnrolledUserFirstName%}</pre> <pre>{%CurriculumEnrolledUserLastName%},</pre> <p>You recently enrolled in the curriculum: <pre>{%CurriculumTitle%}</pre>. This email is to remind you to enroll in the following classroom courses included in this curriculum: <pre>{%CurriculumClassroomCourses%}</pre></p> <p>To be sure you enroll in a section that will count towards curriculum completion, enroll in an available section for the classroom course from the Curriculum page.</p> <p>- Training Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | TO: CurriculumEnrolledUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---|
| Email Title | Classroom Course Enrollment Reminder for a Curriculum (To: user) |
| Subject | LearnAlaska Classroom Course Enrollment Reminder for a Curriculum: <pre>{%CurriculumTitle%}</pre> |
| Importance | Medium |
| Message | <pre>Dear {%CurriculumEnrolledUserFirstName%},</pre> <p>You recently enrolled in the curriculum: <pre>{%CurriculumTitle%}</pre>. This email is to remind you to enroll in the following classroom courses included in this curriculum:</p> <pre>{%CurriculumClassroomCourses%}</pre> <p>To be sure you enroll in a section that will count towards curriculum completion, enroll in an available section for the classroom course</p> |

| | |
|-----------------|---|
| | from the Curriculum page accessible through the Learning Center > Course Catalog or your Learning Plan. |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-50: Curriculum: Valid section is removed from curriculum

Authorized user removes a valid section from a curriculum, and users enrolled in the curriculum are enrolled in that section

Base

| | |
|-----------------|--|
| Email Title | BASE - Classroom Course Section Removed from Curriculum (To: user) |
| Subject | Classroom Course Section Removed from Curriculum: {%CurriculumTitle%} |
| Importance | Medium |
| Message | <p>Dear {%CurriculumEnrolledUserFirstName%} {%CurriculumEnrolledUserLastName%},</p> <p>You are enrolled in the curriculum: {%CurriculumTitle%} and in the following section of the classroom course {%CourseTitle%}: {%ClassroomCourseSectionTitle%} (#{%ClassroomCourseSectionNumber%}) Section Format: {%ClassroomCourseSectionFormat%} {%ClassroomCourseSectionStartDate%} - {%ClassroomCourseSectionEndDate%}</p> <p>This email is to information you that this section will no longer count towards curriculum completion. It is recommended that you cancel enrollment in this section and enroll in a section that will count towards curriculum completion. You can do this from the curriculum launch page.</p> <p>- Training Administrator</p> |
| Sender | LoggedInUserEmail |
| Recipients | TO: CurriculumEnrolledUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Classroom Course Section Removed from Curriculum (To: user) |
| Subject | LearnAlaska Classroom Course Section Removed from Curriculum: {%CurriculumTitle%} |
| Importance | Medium |
| Message | <p>Dear {%CurriculumEnrolledUserFirstName%},</p> <p>You are enrolled in the curriculum: {%CurriculumTitle%} and in the following section of the classroom course {%CourseTitle%}: {%ClassroomCourseSectionTitle%}, Section Format: {%ClassroomCourseSectionFormat%}</p> <p>This email is to inform you that this section will no longer count towards curriculum completion. It is recommended that you cancel enrollment in this section and enroll in a section that will count towards curriculum completion.</p> <p>You may do this from the curriculum launch page accessible through the Learning Center > Course Catalog or your Learning Plan.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

External Learning

Email Trigger ID-79: External Learning: Authorized user takes action on an external learning request

Authorized user takes action on an external learning request on behalf of a user

Base

| | |
|-----------------|---|
| Email Title | BASE - Authorized user takes action on your external learning request |
| Subject | Authorized User Takes Action on Your External Learning Request: {ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {ExternalLearningUserFirstName%} {ExternalLearningUserLastName%},</p> <p>Your request to receive progress for {ContentTitle%} has been {ExternalLearningUserStatus%}. The following reason was provided: {ExternalLearningActionReason%}. If this external learning item was associated with another content type and is required, you will be unable to satisfy the assignment until you receive an approval for this external learning item.</p> <p>You may place another request at {DomainURL%}, or contact your Site Administrator for assistance.</p> <p>- {LoggedInUserFirstName%} {LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | ExternalLearningUserEmail |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-80: External Learning: User Requests Approval for an External Learning Item (email to approver)

User requests approval for an external learning item that requires review by clicking Submit Request

Base

| | |
|-----------------|---|
| Email Title | BASE - External learning request (to approver) |
| Subject | External Learning Request: {ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {ExternalLearningAdminFirstName%} {ExternalLearningAdminLastName%},</p> <p>The user {ExternalLearningUserFirstName%} {ExternalLearningUserLastName%} has requested an approval for {ContentTitle%}. The user provided the following reason {ExternalLearningReason%}.</p> <p>Please take action on this request using the External Learning Console at {DomainURL%}.</p> <p>- Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | ExternalLearningUserEmail |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-81: External Learning: User requests approval for an external learning item (To user)

User requests approval for an external learning item that requires review by clicking Submit Request

Base

| | |
|-----------------|--|
| Email Title | BASE - External Learning request (to user) |
| Subject | External Learning Request {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%ExternalLearningUserFirstName%} {%ExternalLearningUserLastName%},</p> <p>You have requested access to: {%ContentTitle%}, providing the following reason: {%ExternalLearningReason%}. Your request has been submitted for review and you will receive an email notification when your request has been approved or denied.</p> <p>- Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | ExternalLearningUserEmail |
| Content Sharing | Push (Required) to all domains |

Login

Email Trigger ID-85: Login: Email Administrator

User clicks the Email Administrator link

Base

| | |
|-----------------|--|
| Email Title | BASE - Email Administrator |
| Subject | Email from Login page of {%DomainTitle%} |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%} {%UserEmailRecipientLastName%},</p> <p>This email is being sent to you from the Login page of {%DomainTitle%}.</p> |
| Sender | LoggedInUserEmail |
| Recipients | DomainAdministratorEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Email Administrator |
| Subject | Email from LearnAlaska Login page of {%DomainTitle%} |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%},</p> <p>This email is being sent to you from the Login page of LearnAlaska.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Online Course

Email Trigger ID-89: Online Course: User enrollment in online course (self enrollment)

User clicks Enroll for an online course (SCORM 2004, SCORM 1.2, AICC and General Courseware)

Base

| | |
|-----------------|--|
| Email Title | BASE - Online Course Enrollment Confirmation (To: user) |
| Subject | Enrollment in Online Course: {%CourseTitle%} |
| Importance | Medium |
| Message | <p>Dear {%OnlineCourseEnrolledUserFirstName%} {%OnlineCourseEnrolledUserLastName%},</p> <p>This email is to confirm your enrollment in the following online course: {%CourseTitle%}.</p> <p>The course will appear on your personal Learning Plan in the {%DomainTitle%} until you have completed the course. Visit the site at {%DomainUrl%} to start the course.</p> <p>- Training Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | TO: OnlineCourseEnrolledUserEmail CC: OnlineCourseEnrolledUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Online Course Enrollment Confirmation (To: user) |
| Subject | LearnAlaska Enrollment in Online Course: {%CourseTitle%} |
| Importance | Medium |
| Message | <p>Dear {%OnlineCourseEnrolledUserFirstName%},</p> <p>This email is to confirm your enrollment in the following online course: {%CourseTitle%}.</p> <p>The course will appear on your personal Learning Plan in LearnAlaska until you have completed the course. Visit the site at https://learn.alaska.gov/portal to begin the course.</p> <p>-----</p> <p>(CC: Manager. This email refers to {%OnlineCourseEnrolledUserFirstName%} {%OnlineCourseEnrolledUserLastName%}'s enrollment in the course referenced above.)</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-07-31:** Added note to message body to User Manager (AWT)

Email Trigger ID-90: Online Course: User enrollment in online course cancelled (self cancellation)

User clicks Cancel Enrollment for an online course

Base

| | |
|-----------------|--|
| Email Title | BASE - Online Course Enrollment Cancellation (To: User) |
| Subject | Cancellation in Course: {%CourseTitle%} |
| Importance | Medium |
| Message | <p>Dear {%OnlineCourseEnrollCancelledUserFirstName%} {%OnlineCourseEnrollCancelledUserLastName%},</p> <p>This email is to confirm your cancellation in the online course: {%CourseTitle%}.</p> <p>If you feel that you are receiving this email in error, please visit {%DomainTitle%} at {%DomainUrl%} to contact a Site Administrator or enroll again in the course.</p> <p>- Training Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | TO: OnlineCourseCancelledUserEmail CC: OnlineCourseCancelledUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | Online Course Enrollment Cancellation (To: User) |
| Subject | LearnAlaska Cancellation in Course: {%CourseTitle%} |
| Importance | Medium |
| Message | <p>Dear {%OnlineCourseEnrollCancelledUserFirstName%},</p> <p>This email is to confirm your cancellation in the online course: {%CourseTitle%}.</p> <p>If you believe you are receiving this email in error, please contact the LearnAlaska Help Desk or request access again at: https://learn.alaska.gov/portal</p> <p>-----</p> <p>(CC: Manager. This email refers to {%OnlineCourseEnrollCancelledUserFirstName%} {%OnlineCourseEnrollCancelledUserLastName%}'s cancellation for the course referenced above.)</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-07-31:** Added note to message body to User Manager (AWT)

Personal Learning Event

Email Trigger ID-94: Personal Learning Event: Personal learning event added to user transcript

Authorized user adds a personal learning event to a user transcript

Base

| | |
|-------------|--|
| Email Title | BASE - Personal training event added to user transcript. |
| Subject | Personal Learning Event Added |

| | |
|-----------------|---|
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%} {%UserEmailRecipientLastName%},</p> <p>This email is to inform you that the personal learning event {%PersonalLearningEventTitle%} has been added to your transcript. Please use your current login and password in order to access the system.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | TO: PersonalLearningEventAddedUserEmail CC: PersonalLearningEventAddedUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | External training event added to user transcript. |
| Subject | LearnAlaska: External Learning Event Added |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%},</p> <p>This email is to inform you that the external learning event: {%PersonalLearningEventTitle%} has been added to your transcript.</p> <p>You may view the details of this action by logging into LearnAlaska at https://learn.alaska.gov/portal, and accessing your transcript.</p> <p>Please consult your manager or the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-95: Personal Learning Event: Personal learning event removed from user transcript

Authorized user removes a personal learning event from the user's transcript

Base

| | |
|-----------------|---|
| Email Title | BASE - Personal training event removed from user transcript. |
| Subject | Personal Learning Event Removed |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%} {%UserEmailRecipientLastName%},</p> <p>This email is to inform you that the personal learning event {%PersonalLearningEventTitle%} has been removed from your transcript. Please use your current login and password in order to access the system.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | TO: PersonalLearningEventRemovedUserEmail CC: PersonalLearningEventRemovedUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---|
| Email Title | External training event removed from user transcript. |
| Subject | LearnAlaska: External Learning Event Removed |
| Importance | Medium |

| | |
|-----------------|---|
| Message | <p>Dear {%UserEmailRecipientFirstName%},</p> <p>This email is to inform you that the external learning event: {%PersonalLearningEventTitle%} has been removed from your transcript.</p> <p>You may view the details of this action by logging into LearnAlaska at https://learn.alaska.gov/portal, and accessing your transcript.</p> <p>Please consult your manager or the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Required Training

Email Trigger ID-96: Required Training: Overnight script status

System checks to see if scheduled required training script successfully ran

Base

| | |
|-----------------|---|
| Email Title | BASE - System checks to see if scheduled required training script successfully ran. |
| Subject | Required Training Script Status: {%RequiredTrainingScriptStatus%} |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%} {%UserEmailRecipientLastName%},</p> <p>The status of required training script run on {%CoreDomainTitle%} at {%CoreDomainURL%} is: {%RequiredTrainingScriptStatus%}.</p> <p>If the script succeeded, past training periods were closed, new periods were created, reminder emails were sent, and incomplete training period emails were sent. If the script failed, none of these things happened.</p> <p>- Domain Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | TO: DomainAdministratorEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | System checks to see if scheduled required training script successfully ran. |
| Subject | LearnAlaska Required Training Script Status: {%RequiredTrainingScriptStatus%} |
| Importance | Medium |
| Message | <p>Dear {%UserEmailRecipientFirstName%},</p> <p>The status of required training script run for LearnAlaska was: {%RequiredTrainingScriptStatus%}.</p> <p>If the script succeeded, past training periods were closed, new periods were created, reminder emails were sent, and incomplete training period emails were sent. If the script failed, none of these actions were processed.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |

Content Sharing Push (Required) to all domains

Email Trigger ID-97: Required Training: Required training deadline notification

User has not completed a required training assignment for a training period. The Email Reminder Trigger indicates that a reminder email should be sent

Base

| | |
|-----------------|--|
| Email Title | BASE - Required training assignment deadline notification |
| Subject | Required Training Assignment Deadline Approaching: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingAssignedUserFirstName%} {%RequiredTrainingAssignedUserLastName%},</p> <p>The deadline for a required training assignment is approaching. The following training was assigned to you: Content Title: {%ContentTitle%} Content Type: {%ContentType%} Content Activity: {%ContentActivity%} Training Period: {%RequiredTrainingPeriodStartDateTime%} - {%RequiredTrainingPeriodEndDateTime%}</p> <p>Please note the deadline for completion is {%RequiredTrainingPeriodEndDateTime%}. Please log into {%RequiredTrainingAssignedUserPrimaryDomainTitle%} at {%RequiredTrainingAssignedUserPrimaryDomainUrl%} to complete this assignment.</p> <p>If you have any questions regarding this training assignment please speak with your manager.</p> <p>- Domain Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | RequiredTrainingAssignedUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | Required training assignment deadline notification |
| Subject | LearnAlaska Required Training Assignment Deadline Approaching: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingAssignedUserFirstName%},</p> <p>The deadline for a required training assignment is approaching. The following training assigned to you:</p> <p>Content Title: {%ContentTitle%} Content Type: {%ContentType%} Content Activity: {%ContentActivity%} Training Period: {%RequiredTrainingPeriodStartDateTime%} - {%RequiredTrainingPeriodEndDateTime%}</p> <p>Please note the deadline for completion is {%RequiredTrainingPeriodEndDateTime%}. Please log into LearnAlaska at https://learn.alaska.gov/portal to complete this assignment.</p> <p>If you have any questions regarding this training assignment please speak with your manager.</p> |

| | |
|-----------------|---------------------------------|
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-98: Required Training: Training assignment is cancelled for a user, job title, role, or organization

From the Required Training page, the user selects the entity, clicks the Cancel Training button, and clicks OK to the JS confirmation

Base

| | |
|-----------------|---|
| Email Title | BASE - Training assignment cancelled. |
| Subject | Required Training Assignment Cancelled: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingCancelledUserFirstName%} {%RequiredTrainingCancelledUserLastName%},</p> <p>The following training assignment was cancelled: Content Title: {%ContentTitle%} Content Type: {%ContentType%} Training Profile: {%RequiredTrainingProfileTitle%} Assignment Type: {%RequiredTrainingAssignmentType%} ({%RequiredTrainingAssignmentTypeTitle%}) Assignment Date: {%RequiredTrainingAssignmentDate%} Cancellation Date: {%RequiredTrainingAssignmentCancelDate%} Cancelled Training Period: {%RequiredTrainingPeriodCancelled%}</p> <p>You are no longer responsible for satisfying this required training assignment and the cancelled training period has been removed from your Learning Plan.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | RequiredTrainingCancelledUserEmail CC: RequiredTrainingCancelledUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---|
| Email Title | Training assignment cancelled. |
| Subject | LearnAlaska Required Training Assignment Cancelled: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingCancelledUserFirstName%},</p> <p>The following training assignment was cancelled:</p> <p>Content Title: {%ContentTitle%} Content Type: {%ContentType%} Training Profile: {%RequiredTrainingProfileTitle%} Assignment Type: {%RequiredTrainingAssignmentType%} ({%RequiredTrainingAssignmentTypeTitle%}) Assignment Date: {%RequiredTrainingAssignmentDate%} Cancellation Date: {%RequiredTrainingAssignmentCancelDate%} Cancelled Training Period: {%RequiredTrainingPeriodCancelled%}</p> <p>You are no longer responsible for satisfying this required training assignment and the cancelled training period has been removed from your Learning Plan.</p> |

| | |
|-----------------|--|
| | If you have any questions regarding this training assignment please speak with your manager. |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-99: Required Training: User failed to complete a training assignment by the end of the training period

User did not complete a training assignment by the end of the training period. The period was closed with a status of incomplete

Base

| | |
|-----------------|--|
| Email Title | BASE - User failed to complete a training assignment by the end of the training period |
| Subject | Incomplete Training Assignment: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingAssignedUserFirstName%} {%RequiredTrainingAssignedUserLastName%},</p> <p>The following was assigned to you to complete as required training: Content Title: {%ContentTitle%} Content Type: {%ContentType%} Training Period: {%RequiredTrainingPeriodStartDateTime%} - {%RequiredTrainingPeriodEndDateTime%}</p> <p>This assignment was not completed by the due date, and you have a status of incomplete for this training period. You may view the status of this training assignment by accessing your Transcript.</p> <p>- Training Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | RequiredTrainingAssignedUserEmail CC: RequiredTrainingAssignedUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---|
| Email Title | User failed to complete a training assignment by the end of the training period |
| Subject | LearnAlaska Incomplete Training Assignment: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingAssignedUserFirstName%},</p> <p>The following was assigned to you to complete as required training: Content Title: {%ContentTitle%} Content Type: {%ContentType%} Training Period: {%RequiredTrainingPeriodStartDateTime%} - {%RequiredTrainingPeriodEndDateTime%}</p> <p>This assignment was not completed by the due date, and you have a status of incomplete for this training period. You may view the status of this training assignment by accessing your Transcript.</p> <p>If you have any questions regarding this training assignment please speak with your manager.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |

Content Sharing Push (Required) to all domains

Email Trigger ID-100: Required Training: User failed to complete training assignment by end of training period and extension period was applied

User did not complete a training assignment by the end of the training period. An extension period was applied to the training period allowing the user additional time to complete the assignment

Base

| | |
|-----------------|---|
| Email Title | BASE - User failed to complete training assignment by end of training period but has extension |
| Subject | Required Training Assignment Extension |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingAssignedUserFirstName%} {%RequiredTrainingAssignedUserLastName%}, You were assigned to complete the following required training: Content Title: {%ContentTitle%} Content Type: {%ContentType%} Training Period: {%RequiredTrainingPeriodStartDateTime%} - {%RequiredTrainingPeriodEndDateTime%} You were given an extension, allowing you additional time to complete this training assignment. You have until {%RequiredTrainingPeriodExtensionDueDate%} to complete training assignment in order to satisfy the training period. If the assignment is not completed by the extension date, you will receive an incomplete for the training period. You may view the status of this training assignment by accessing your Transcript. - Training Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | RequiredTrainingAssignedUserEmail CC: RequiredTrainingAssignedUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | User failed to complete training assignment by end of training period but has extension |
| Subject | LearnAlaska Required Training Assignment Extension |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingAssignedUserFirstName%},</p> <p>You were assigned to complete the following required training:</p> <p>Content Title: {%ContentTitle%} Content Type: {%ContentType%} Training Period: {%RequiredTrainingPeriodStartDateTime%} - {%RequiredTrainingPeriodEndDateTime%}</p> <p>You have been given an extension, allowing you additional time to complete this training assignment. You have until {%RequiredTrainingPeriodExtensionDueDate%} to complete this assignment in order to satisfy the training period. If the assignment is not completed by the extension date, you will receive an incomplete for the training period.</p> <p>You may view the status of this training assignment by accessing your Personal Learning Plan.</p> |

| | |
|-----------------|--|
| | If you have any questions regarding this training assignment please speak with your manager. |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Email Trigger ID-101: Required Training: User is added to a role, organization, or job title and inherits a required training assignment with no deadline

User is added to a user group that already has a required training assignment with no deadline. A user is added to a user group by being added to a role OR by selecting a job title OR by selecting an organization

Base

| | |
|-----------------|---|
| Email Title | BASE - User added to a role, job title, or organization that has a training assignment (without a deadline) |
| Subject | New Training Assignment {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingAssignedUserFirstName%} {%RequiredTrainingAssignedUserLastName%},</p> <p>The following content was assigned to you as required training because you were added to the {%RequiredTrainingAssignmentType%} {%RequiredTrainingAssignmentTypeTitle%}.</p> <p>Content Title: {%ContentTitle%} Content Type: {%ContentType%} Content Activity: {%ContentActivity%} Assignment Type: {%RequiredTrainingAssignmentType%} Assignment Date: {%RequiredTrainingAssignmentDate%}</p> <p>There is no deadline associated with this training assignment. This assignment will appear on your Learning Plan until you have completed it.</p> <p>In the event that you have already completed this content at the time of assignment, the training is still considered complete, and it will not appear on your Personal Learning Plan. However, a record of your completion is available on your Transcript. Please log into {%RequiredTrainingAssignedUserPrimaryDomainTitle%} at {%RequiredTrainingAssignedUserPrimaryDomainUrl%} to complete this assignment.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | RequiredTrainingAssignedUserEmail CC: RequiredTrainingAssignedUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | User added to a role, job title, or organization that has a training assignment (without a deadline) |
| Subject | LearnAlaska New Training Assignment {%ContentTitle%} |
| Importance | Medium |
| Message | Dear {%RequiredTrainingAssignedUserFirstName%}, |

| | |
|-----------------|---|
| | <p>The following content was assigned to you as required training because you were added to the {%RequiredTrainingAssignmentType%} {%RequiredTrainingAssignmentTypeTitle%}.</p> <p>Content Title: {%ContentTitle%} Content Type: {%ContentType%} Content Activity: {%ContentActivity%} Assignment Type: {%RequiredTrainingAssignmentType%} Assignment Date: {%RequiredTrainingAssignmentDate%}</p> <p>There is no deadline associated with this training assignment. This assignment will appear on your Learning Plan until you have completed it. Please log into LearnAlaska at https://learn.alaska.gov/portal to complete this assignment.</p> <p>In the event that you have already completed this content at the time of assignment, the training is still considered complete, and it will not appear on your Personal Learning Plan. However, a record of your completion is available on your Transcript.</p> <p>If you have any questions regarding this training assignment please speak with your manager.</p> <p>HELPFUL HINT: Please take a moment to update your browser settings before using LearnAlaska; you may refer to a helpful reference document posted at http://doa.alaska.gov/dof/learnalaska/resource/Browser-Setup.pdf for assistance.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Recipients | REMOVE CC: RequiredTrainingAssignedUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-07-10:** Added reference to Browser Settings document to email message. (AWT)

Email Trigger ID-102: Required Training: User is added to a role, organization, or job title and inherits assigned training with a deadline

User is added to a user group that already has a required training assignment. A user is added to a user group by being added to a role OR by selecting a job title OR by selecting an organization

Base

| | |
|-------------|---|
| Email Title | BASE - User added to a role, organization, or job title that has a training assignment with a deadline |
| Subject | New Training Assignment: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingAssignedUserFirstName%} {%RequiredTrainingAssignedUserLastName%},</p> <p>The following training assignment has been assigned to you because you were added to the {%RequiredTrainingAssignmentType%} {%RequiredTrainingAssignmentTypeTitle%}.</p> <p>Content Title: {%ContentTitle%} Content Type: {%ContentType%} Content Activity: {%ContentActivity%} Training Profile: {%RequiredTrainingProfileTitle%} Assignment Type: {%RequiredTrainingAssignmentType%}</p> |

| | |
|-----------------|---|
| | <p>Assignment Date: {%RequiredTrainingAssignmentDate%}</p> <p>Recurring Assignment? {%RequiredTrainingRecurringAssignment%}</p> <p>Recurrence Period: {%RequiredTrainingRecurrenceTimePeriod%}</p> <p>This assignment must be completed within the following initial training period: {%RequiredTrainingPeriodStartDateTime%} - {%RequiredTrainingPeriodEndDateTime%}</p> <p>If this is a recurring assignment, you will be required to complete this assignment on a regular basis according to the recurrence period above. If there is no recurrence period, you will only have to complete the assignment once.</p> <p>This assignment will appear on the Training Assignments tab of the Transcript, and the current training period will display on the Learning Plan until you have satisfied the requirement. Please log into {%RequiredTrainingAssignedUserPrimaryDomainTitle%} at {%RequiredTrainingAssignedUserPrimaryDomainUrl%} to complete this assignment.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | RequiredTrainingAssignedUserEmail CC: RequiredTrainingAssignedUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---|
| Email Title | User added to a role, organization, or job title that has a training assignment with a deadline |
| Subject | LearnAlaska New Training Assignment: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingAssignedUserFirstName%},</p> <p>The following training assignment has been assigned to you because you were added to the {%RequiredTrainingAssignmentType%} {%RequiredTrainingAssignmentTypeTitle%}.</p> <p>Content Title: {%ContentTitle%}</p> <p>Content Type: {%ContentType%}</p> <p>Content Activity: {%ContentActivity%}</p> <p>Training Profile: {%RequiredTrainingProfileTitle%}</p> <p>Assignment Type: {%RequiredTrainingAssignmentType%}</p> <p>Assignment Date: {%RequiredTrainingAssignmentDate%}</p> <p>Recurring Assignment? {%RequiredTrainingRecurringAssignment%}</p> <p>Recurrence Period: {%RequiredTrainingRecurrenceTimePeriod%}</p> <p>This assignment must be completed within the following initial training period: {%RequiredTrainingPeriodStartDateTime%} - {%RequiredTrainingPeriodEndDateTime%}. Please log into LearnAlaska at https://learn.alaska.gov/portal to complete this assignment.</p> <p>If this is a recurring assignment, you will be required to complete this assignment on a regular basis according to the recurrence period above. If there is no recurrence period, you will only have to complete the assignment once.</p> <p>This assignment will appear on the Training Assignments tab of your Transcript, and the current training period will display on your Learning Plan until you have satisfied the requirement.</p> |

| | |
|-----------------|---|
| | <p>If you have any questions regarding this training assignment please speak with your manager.</p> <p>HELPFUL HINT: Please take a moment to update your browser settings before using LearnAlaska; you may refer to a helpful reference document posted at http://doa.alaska.gov/dof/learnalaska/resource/Browser-Setup.pdf for assistance.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-07-10:** Added reference to Browser Settings document to email message. (AWT)

Email Trigger ID-103: Required Training: User is assigned recurring or non-recurring training with a deadline

User is assigned recurring or non-recurring training with a deadline (as a user or as member of user group)

Base

| | |
|-------------|--|
| Email Title | BASE - User is assigned recurring or non-recurring training with a deadline |
| Subject | New Training Assignment: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingAssignedUserFirstName%} {%RequiredTrainingAssignedUserLastName%},</p> <p>The following content was assigned to you as required training that you need to complete.</p> <p>Content Title: {%ContentTitle%} Content Type: {%ContentType%} Content Activity: {%ContentActivity%} Training Profile: {%RequiredTrainingProfileTitle%} Assignment Type: {%RequiredTrainingAssignmentType%} ({%RequiredTrainingAssignmentTypeTitle%}) Assignment Date: {%RequiredTrainingAssignmentDate%} Recurring assignment? {%RequiredTrainingRecurringAssignment%} Recurrence period: {%RequiredTrainingRecurrenceTimePeriod%}</p> <p>This assignment must be completed within the following initial training period: {%RequiredTrainingPeriodStartDateTime%} - {%RequiredTrainingPeriodEndDateTime%}</p> <p>If this is a recurring assignment, you will be required to complete this assignment on a regular basis according to the recurrence period above. If there is no recurrence period, you will only have to complete the assignment once.</p> <p>This assignment will appear on the Training Assignments tab of your Transcript, and the current training period will display on the Learning Plan until you have satisfied the requirement. Please log into {%RequiredTrainingAssignedUserPrimaryDomainTitle%} at {%RequiredTrainingAssignedUserPrimaryDomainUrl%} to complete this assignment.</p> |

| | |
|-----------------|---|
| | - {%LoggedInUserFirstName%} {%LoggedInUserLastName%} |
| Sender | LoggedInUserEmail |
| Recipients | RequiredTrainingAssignedUserEmail CC: RequiredTrainingAssignedUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|---|
| Email Title | User is assigned recurring or non-recurring training with a deadline |
| Subject | LearnAlaska New Training Assignment: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingAssignedUserFirstName%},</p> <p>The following content was assigned to you as required training that you need to complete.</p> <p>Content Title: {%ContentTitle%} Content Type: {%ContentType%} Content Activity: {%ContentActivity%} Training Profile: {%RequiredTrainingProfileTitle%} Assignment Type: {%RequiredTrainingAssignmentType%} ({%RequiredTrainingAssignmentTypeTitle%}) Assignment Date: {%RequiredTrainingAssignmentDate%} Recurring assignment? {%RequiredTrainingRecurringAssignment%} Recurrence period: {%RequiredTrainingRecurrenceTimePeriod%}</p> <p>This assignment must be completed within the following initial training period: {%RequiredTrainingPeriodStartDateTime%} - {%RequiredTrainingPeriodEndDateTime%}. Please log into LearnAlaska at https://learn.alaska.gov/portal to complete this assignment.</p> <p>If this is a recurring assignment, you will be required to complete this assignment on a regular basis according to the recurrence period above. If there is no recurrence period, you will only have to complete the assignment once.</p> <p>This assignment will appear on the Training Assignments tab of your Transcript, and the current training period will display on your Learning Plan until you have satisfied the requirement.</p> <p>If you have any questions regarding this training assignment please speak with your manager.</p> <p>HELPFUL HINT: Please take a moment to update your browser settings before using LearnAlaska; you may refer to a helpful reference document posted at http://doa.alaska.gov/dof/learnalaska/resource/Browser-Setup.pdf for assistance.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-07-10:** Added reference to Browser Settings document to email message. (AWT)

Email Trigger ID-104: Required Training: User is given required training assignment without start/deadline date

User assigned training with no start/deadline date (either as user or member of a user group)

Base

| | |
|-----------------|--|
| Email Title | BASE - User assigned required training without start/deadline date |
| Subject | New Training Assignment: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingAssignedUserFirstName%} {%RequiredTrainingAssignedUserLastName%},</p> <p>The following content was assigned to you to complete as required training:</p> <p>Content Title: {%ContentTitle%} Content Type: {%ContentType%} Content Activity: {%ContentActivity%} Assignment Type: {%RequiredTrainingAssignmentType%} ({%RequiredTrainingAssignmentTypeTitle%}) Assignment Date: {%RequiredTrainingAssignmentDate%}</p> <p>There is no deadline associated with this training assignment. This assignment will appear on your Learning Plan until you have completed it. In the event that you have already completed this content at the time of assignment, the training assignment is considered complete, and it will not appear on your Personal Learning Plan. However, a record of your completion is available on your Transcript. Please log into {%RequiredTrainingAssignedUserPrimaryDomainTitle%} at {%RequiredTrainingAssignedUserPrimaryDomainUrl%} to complete this assignment.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | RequiredTrainingCancelledUserEmail CC: RequiredTrainingCancelledUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|--|
| Email Title | User assigned required training without start/deadline date |
| Subject | LearnAlaska New Training Assignment: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingAssignedUserFirstName%},</p> <p>The following content was assigned to you to complete as required training:</p> <p>Content Title: {%ContentTitle%} Content Type: {%ContentType%} Content Activity: {%ContentActivity%} Assignment Type: {%RequiredTrainingAssignmentType%} ({%RequiredTrainingAssignmentTypeTitle%}) Assignment Date: {%RequiredTrainingAssignmentDate%}</p> <p>There is no deadline associated with this training assignment. This assignment will appear on your Learning Plan until you have completed it. Please log into LearnAlaska at https://learn.alaska.gov/portal to complete this assignment.</p> <p>This assignment will appear on the Training Assignments tab of your Transcript, and the current training period will display on your Learning Plan until you have satisfied the requirement.</p> <p>In the event that you have already completed this content at the time</p> |

| | |
|-----------------|--|
| | <p>of assignment, the training assignment is considered complete, and it will not appear on your Personal Learning Plan. However, a record of your completion is available on your Transcript.</p> <p>If you have any questions regarding this training assignment please speak with your manager.</p> <p>HELPFUL HINT: Please take a moment to update your browser settings before using LearnAlaska; you may refer to a helpful reference document posted at http://doa.alaska.gov/dof/learnalaska/resource/Browser-Setup.pdf for assistance.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-07-10:** Added reference to Browser Settings document to email message. (AWT)

Email Trigger ID-105: Required Training: User is removed from an organization, role, or job title with a training assignment, which is cancelled.

User is removed from a user group with an existing training assignment and that training assignment is therefore cancelled. A user is removed from a user group by being removed from a role OR by selecting a new job title (causing them to be removed from their previous job title) OR by selecting a new organization (causing them to be removed from their previous organization)

Base

| | |
|-----------------|--|
| Email Title | BASE - User is removed from an organization, job title, or role; training assignment cancelled |
| Subject | Required Training Assignment Cancelled: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingCancelledUserFirstName%} {%RequiredTrainingCancelledUserLastName%},</p> <p>The following training assignment was cancelled because you were removed from the {%RequiredTrainingAssignmentType%} {%RequiredTrainingAssignmentTypeTitle%}. Content Title: {%ContentTitle%} Content Type: {%ContentType%} Training Profile: {%RequiredTrainingProfileTitle%} Assignment Type: {%RequiredTrainingAssignmentType%} Assignment Date: {%RequiredTrainingAssignmentDate%} Cancellation Date: {%RequiredTrainingAssignmentCancelDate%} Cancelled Training Period: {%RequiredTrainingPeriodCancelled%}</p> <p>You are no longer responsible for satisfying this required training assignment and the training period was removed from your Learning Plan.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | RequiredTrainingAssignedUserEmail CC: RequiredTrainingAssignedUserManagerEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | User is removed from an organization, job title, or role; training assignment cancelled |
| Subject | LearnAlaska Required Training Assignment Cancelled: {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RequiredTrainingCancelledUserFirstName%},</p> <p>The following training assignment was cancelled because you were removed from the {%RequiredTrainingAssignmentType%} {%RequiredTrainingAssignmentTypeTitle%}.</p> <p>Content Title: {%ContentTitle%} Content Type: {%ContentType%} Training Profile: {%RequiredTrainingProfileTitle%} Assignment Type: {%RequiredTrainingAssignmentType%} Assignment Date: {%RequiredTrainingAssignmentDate%} Cancellation Date: {%RequiredTrainingAssignmentCancelDate%} Cancelled Training Period: {%RequiredTrainingPeriodCancelled%}</p> <p>You are no longer responsible for satisfying this required training assignment and the training period was removed from your Learning Plan.</p> <p>If you have any questions regarding this training assignment please speak with your manager.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Role Management

Email Trigger ID-106: Role Management: User added to a role (summary email)

Add button is clicked from the Add Users page, accessed from the Manage Roles function

Base

| | |
|-------------|--|
| Email Title | BASE - User Added to Role (To: user) |
| Subject | Addition to the {%RoleTitle%} Role |
| Importance | Medium |
| Message | <p>Dear {%RegisteredUserFirstName%} {%RegisteredUserLastName%},</p> <p>This email is to inform you that you were added to the following role: {%RoleTitle%}. Please be aware of the following changes you may experience as a result of this change:</p> <ol style="list-style-type: none">1. You inherit all the training assignments of the role. These will appear on the Required Training section of your Learning Plan. If the inherited assignment does not have a deadline and you already completed the assigned content, it will not appear on the Learning Plan and you do not have to complete it again. Any assignment with a deadline will appear and must be completed.2. You inherit all the permissions of the role. <p>- System Administrator</p> |
| Sender | LoggedInUserEmail |
| Recipients | RegisteredUserEmail |

Content Sharing Push (Required) to all domains

Updated

| | |
|-----------------|--|
| Email Title | User Added to Role (To: user) |
| Subject | LearnAlaska: Addition to the {%RoleTitle%} Role |
| Importance | Medium |
| Message | <p>Dear {%RegisteredUserFirstName%} {%RegisteredUserLastName%},</p> <p>This email is to inform you that you were added to the following role: {%RoleTitle%}. Please be aware of the following changes you may experience as a result of this change:</p> <ol style="list-style-type: none">1. You inherit all the training assignments of the role. These will appear on the Required Training section of your Learning Plan. If the inherited assignment does not have a deadline and you already completed the assigned content, it will not appear on the Learning Plan and you do not have to complete it again. Any assignment with a deadline will appear and must be completed.2. You inherit all the permissions of the role. <p>Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LoggedInUserEmail |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-07-31:** Added field code for {%RegisteredUserLastName%} to email message body. Change Sender to LoggedInUserEmail (AWT)

Email Trigger ID-107: Role Management: User is removed from a role (summary email)

User is removed from a role from the Manage Roles function

Base

| | |
|-----------------|--|
| Email Title | BASE - User Removed from Role (To: user) |
| Subject | Removal from {%RoleTitle%} Role |
| Importance | Medium |
| Message | <p>Dear {%RegisteredUserFirstName%} {%RegisteredUserLastName%}</p> <p>This email is to inform you that you were removed from the following role: {%RoleTitle%}. Below are changes you may experience as a result of this change:</p> <ol style="list-style-type: none">1. Any training assignments you were required to complete as a member of the role have been cancelled.2. You lose all of the permissions given to members of the role. <p>- System Administrator</p> |
| Sender | LoggedInUserEmail |
| Recipients | RegisteredUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|-----------------------------------|
| Email Title | User Removed from Role (To: user) |
|-------------|-----------------------------------|

| | |
|-----------------|--|
| Subject | LearnAlaska: Removal from {%RoleTitle%} Role |
| Importance | Medium |
| Message | <p>Dear {%RegisteredUserFirstName%} {%RegisteredUserLastName%},</p> <p>This email is to inform you that you were removed from the following role: {%RoleTitle%}. Below are changes you may experience as a result of this change:</p> <ol style="list-style-type: none"> 1. Any training assignments you were required to complete as a member of the role have been cancelled. 2. You lose all of the permissions given to members of the role. <p>Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Revision Log

- **2014-08-13:** Added field code for {%RegisteredUserLastName%} to email message body. Change Sender to LoggedInUserEmail (AWT)

Scheduled Reports

Email Trigger ID-108: Scheduled Reports: Scheduled report task failed to complete

A value of Failed is returned when a scheduled report task is run

Base

| | |
|-----------------|---|
| Email Title | BASE - Scheduled report task failed to complete |
| Subject | Scheduled report task failed to complete: {%ScheduledReportTaskTitle%} |
| Importance | Medium |
| Message | <p>Dear {%ScheduledReportUserFirstName%} {%ScheduledReportUserLastName%},</p> <p>The following scheduled report task failed and therefore, the report was not emailed to you: {%ScheduledReportTaskTitle%}. The error message is:</p> <p>{%ScheduledReportErrorMessage%}</p> <p>Log into the system to manually run the report (if available). Please contact an administrator if you have questions.</p> <p>- System Administrator</p> |
| Sender | DomainAdministratorEmail |
| Recipients | UserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-------------|---|
| Email Title | Scheduled report task failed to complete |
| Subject | LearnAlaska: Scheduled report task failed to complete: {%ScheduledReportTaskTitle%} |

| | |
|-----------------|---|
| Importance | Medium |
| Message | <p>Dear {%ScheduledReportUserFirstName%},</p> <p>The following scheduled report task failed and therefore the report was not emailed to you: {%ScheduledReportTaskTitle%}.</p> <p>The error message is:</p> <p>{%ScheduledReportErrorMessage%}</p> <p>Log into the system to manually run the report (if available). Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

User Management

Email Trigger ID-116: User Management: User account unlocked by authorized user

Authorized User selects Unlock Account to unlock user's account

Base

| | |
|-----------------|---|
| Email Title | BASE - User account has been unlocked |
| Subject | Account Unlocked, Temporary Password for {%DomainTitle%} |
| Importance | Medium |
| Message | <p>Dear {%RegisteredUserFirstName%} {%RegisteredUserLastName%},</p> <p>An administrator for {%DomainTitle%} has unlocked your account and created a temporary password for you. The next time you log into the system, you will need to use this temporary password with your current Login ID in order to successfully log into the system. You will automatically be taken to the Update Password page, where you should change your password to something that you can easily remember but nobody else can guess.</p> <p>Your temporary password is: {%UserTemporaryPassword%}</p> <p>If you have any questions, email the System Administrator at {%DomainAdministratorEmail%}.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | DomainAdministratorEmail |
| Recipients | To: RegisteredUserEmail; CC: DomainAdministratorEmail |
| Content Sharing | Push (Required) to all domains |

Waiver

Email Trigger ID-117: Waiver: Authorized user gives a waiver (via the waiver console) for a content item for a user

The authorized user gives a waiver for a content item to user

Base

| | |
|-----------------|---|
| Email Title | BASE - Waiver Console: User obtains a waiver for a content item from an authorized user |
| Subject | Waiver - {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%WaiverUserFirstName%} {%WaiverUserLastName%},</p> <p>You received a waiver for {%ContentTitle%}. You can view the details by logging into {%DomainTitle%} at {%DomainURL%}, and accessing your transcript. Consult your manager or appropriate administrator if you have any questions.</p> <p>- {%LoggedInUserFirstName%} {%LoggedInUserLastName%}</p> |
| Sender | LoggedInUserEmail |
| Recipients | WaiverUserEmail |
| Content Sharing | Push (Required) to all domains |

Updated

| | |
|-----------------|--|
| Email Title | Waiver Console: User obtains a waiver for a content item from an authorized user |
| Subject | LearnAlaska Waiver - {%ContentTitle%} |
| Importance | Medium |
| Message | <p>Dear {%WaiverUserFirstName%},</p> <p>You received a waiver for {%ContentTitle%}. You can view the details by logging into LearnAlaska at https://learn.alaska.gov/portal to access your transcript.</p> <p>Please contact the LearnAlaska Help Desk at LearnAlaska.HelpDesk@alaska.gov if you have any questions.</p> |
| Sender | LearnAlaska.HelpDesk@alaska.gov |
| Content Sharing | Push (Required) to all domains |

Inactivated Email Triggers

| ID | Trigger |
|----|---|
| 7 | Access Approval: Access approval requirement removed from content item. Authorized user removes access approval requirement from content item (requires access = no). |
| 8 | Access Approval: Access request approved (final approval, all content except classroom course section). Approving user in the last stage of the path approves the user's request for all content except classroom course section. User gains access to content. |
| 14 | Access Approval: Authorized user changes or deletes an access approval path. Authorized user changes or deletes an access approval path for a content item. |
| 43 | Classroom Course: User waitlists in course section (batch enrollment). Authorized user clicks the Waitlist button from the Batch Enroll Users page. |
| 51 | Domain Management: New menu item added to site from parent domain. Domain administrator adds a new menu item to the site menu from the parent domain |
| 52 | Domain Management: User becomes a member of a new domain as a user. Administrator adds a user as a member of a new domain |

| ID | Trigger |
|----|--|
| 53 | Domain Management: User becomes a member of a new domain as a user via a job title. Administrator adds a user (as a job title) as a member of a new domain |
| 54 | Domain Management: User becomes a member of a new domain as a user via a job title - To Domain Administrator. Administrator adds a user (as a job title) as a member of a new domain |
| 55 | Domain Management: User becomes a member of a new domain as a user via a job title - To user manager. Administrator adds a user (as a job title) as a member of a new domain |
| 56 | Domain Management: User becomes a member of a new domain as a user via an organization. Administrator adds a user (as an organization) as a member of a new domain |
| 57 | Domain Management: User becomes a member of a new domain as a user via an organization - To domain administrator. Administrator adds a user (as an organization) as a member of a new domain - Email sent to domain administrator |
| 58 | Domain Management: User becomes a member of a new domain as a user via an organization - To organization managers. Administrator adds a user (as an organization) as a member of a new domain - Email sent to organization managers |
| 59 | Domain Management: User becomes a member of a new domain as a user via an organization - To user managers. Administrator adds a user (as an organization) as a member of a new domain - Email sent to managers |
| 60 | Domain Management: User is removed as a member of a new domain as a job title - To Domain Administrator. Administrator removes a job title as a member of a new domain |
| 61 | Domain Management: User is removed as a member of a new domain as a job title - To user managers. Administrator removes a job title as a member of a new domain |
| 62 | Domain Management: User is removed as a member of a new domain as a job title - To users. Administrator removes a job title as a member of a new domain |
| 63 | Domain Management: User is removed as a member of a new domain as a user. Administrator removes a user as a member of a new domain |
| 64 | Domain Management: User is removed as a member of a new domain as a user via an organization - To Domain Administrator. Administrator removes an organization as a member of a new domain |
| 65 | Domain Management: User is removed as a member of a new domain as a user via an organization - To organization managers. Administrator removes an organization as a member of a new domain |
| 66 | Domain Management: User is removed as a member of a new domain as a user via an organization - To user. Administrator removes an organization as a member of a new domain |
| 67 | Domain Management: User is removed as a member of a new domain as a user via an organization - To user managers. Administrator removes an organization as a member of a new domain |
| 68 | Ecommerce: Account value passes Alert Value. A completed order is charged to an account code and the account value passes the optional Alert Value. For a debit account, this means the Account Balance goes below the Alert Value. For a credit account, this means the Account Charges go above the Alert Value. |
| 69 | Ecommerce: Authorized user cancels a buyer's product order. Authorized user selects the Cancel Order button for an order in the Order Status Console. |
| 70 | Ecommerce: Authorized user selects to undo the cancelled status of a user's product order. For an order with a status of Cancelled, the authorized user selects to restore the cancelled order by selecting Undo Cancel. |

| ID | Trigger |
|----|---|
| 71 | Ecommerce: Discount code access. Authorized user assigns users/user groups to use a discount code. |
| 72 | Ecommerce: Email users with access to discount code. User selects Send Email action menu option for a discount code, enters message, and then clicks the Send button. |
| 73 | Ecommerce: Product order fails when authorized user marks the order as Payment Failed. The authorized user marks the product order as Payment Failed (after at least one Unsuccessful attempt to process payment for the order). |
| 74 | Ecommerce: System notifies the purchasing user when their product order has been successfully processed. Authorized user successfully processes payment for an order within the Order Status Console (selects Process Payment and transaction succeeds). |
| 75 | Ecommerce: User completes a purchase for digital content and/or product(s). User successfully completes a purchase for digital content and/or products from the shopping cart (clicks the Purchase Now button and the transaction succeeds). |
| 76 | Ecommerce: User successfully orders physical products and triggers notification to fulfillment managers. User makes a successfully completes a purchase for product(s) from the shopping cart (clicks the Purchase Now button with products in the Cart and the transaction succeeds). |
| 77 | Ecommerce: User's enrollment in a classroom course is canceled and the purchasing user receives a refund for the amount they paid on behalf of the enrolled user. User's enrollment in a classroom course is cancelled (self cancellation, managed enrollment cancellation, reduced capacity cancellation, cancelled section cancellation). Course was paid for by an authorized user on behalf of the enrolled user OR Failed refund resolved in Refund Console. |
| 78 | Ecommerce: User's enrollment in a classroom course, online course and curriculum is canceled and the enrolled user receives a refund for the amount they paid. User's enrollment in a classroom course, online course, or curriculum is cancelled (self cancellation, managed enrollment cancellation, reduced capacity cancellation, cancelled section cancellation). Course was paid for by the enrolled user OR Failed refund resolved in Refund Console. |
| 79 | External Learning: Authorized user takes action on an external learning request. Authorized user takes action on an external learning request on behalf of a user |
| 80 | External Learning: User Requests Approval for an External Learning Item (email to approver). User requests approval for an external learning item that requires review by clicking Submit Request |
| 81 | External Learning: User requests approval for an external learning item (To user). User requests approval for an external learning item that requires review by clicking Submit Request |
| 82 | IDP: User sends the skills survey to selected peers. User clicks the Send button after selecting competency models and survey recipients. Peers were selected to complete the survey. |
| 83 | IDP: User sends the skills survey to self. User clicks the Send button after selecting competency models and survey recipients. The user was selected to complete the survey as a self assessment. |
| 84 | IDP: User sends the skills survey to their manager. User clicks the Send button after selecting competency models and survey recipients. The user's manager was selected to complete the survey. |
| 86 | Login: Login Help. User clicks the Get Login ID button on the Get Login ID page, and the Last Name and Email Address match. |
| 87 | Login: Password Help. User clicks the Get Password button from the Get Password page, and the Login ID and Email Address match. |
| 88 | Login: User Registration. User creates an account by entering a Login Id and Password and then successfully creating a User Profile. |

| ID | Trigger |
|-----|---|
| 91 | Organization Management: Hierarchy change (summary email). Save button is clicked from the Edit Summary page for an organization after the Parent Organization is changed. |
| 92 | Performance Evaluation: User completes a self evaluation. User completes a self evaluation and clicks the Submit button |
| 93 | Performance Evaluation: User manager completes an evaluation for another user. Manager completes a manager evaluation and clicks the Submit button |
| 109 | SF-182: Authorized User takes approval action on an SF-182 Request. SF-182: Authorized User takes approval action on an SF-182 Request |
| 110 | SF-182: User takes action on an SF-182 request. SF-182: User takes action on an SF-182 request |
| 111 | User Management: Change user activity by authorized user. In Manage Users, an authorized user clicks the Save button after changing another user's activity. |
| 112 | User Management: Create new user account by authorized user. In Manage Users, an authorized user clicks the Create button after creating a new user account. |
| 113 | User Management: Update user Login ID by authorized user. In Manage Users, an authorized user clicks the Save button after changing another user's Login ID. |
| 114 | User Management: Update user Profile by authorized user. Authorized user selects the Save button on the Contact, Professional, or Preferences workflow step of the Edit Profile function. |
| 115 | User Management: User account has been locked. User account has been locked after too many unsuccessful login attempts. |
| 116 | User Management: User account unlocked by authorized user. Authorized User selects Unlock Account to unlock user's account |
| 117 | User Management: User job title is changed (summary email). Administrator changes job title of a user |
| 118 | User Management: User organization is changed (summary email). Save button is clicked from the Select Organization page for user. |
| 119 | User Management: User selected as manager for another user. On the Select Manager page, the user was selected to be the manager of the user whose account was being created or profile was being updated. |
| 120 | User Management: Create user Temporary Password by authorized user. In Manage Users, an authorized user clicks the Create button to generate a temporary password for another user. |